

Verdugo Fire Communications Center

**Fiscal Year 2008-9
Annual Report**

12 Agencies : 1 Goal



VERDUGO FIRE COMMUNICATIONS CENTER



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We are pleased to present the fiscal year 2008-9 annual report for Verdugo Fire Communications Center. With the addition of Montebello in February, the Verdugo System grew to a total of 12 cities and expanded beyond Region 1, Area C of the OES mutual aid system to include an Area E city. The Verdugo System now covers 134 square miles, serves 875,000 residents, and includes 43 fire stations with over 100 fire apparatus.

Verdugo's performance measures remain outstanding, with the percent of calls answered in 5 seconds or less improving from 95.2 to 96.2% in the past year. There were only two calls that rang longer than a minute, and neither was on a 911 line. Abandoned calls (where the caller hangs up before the connection is made) decreased 23%.

Almost three-quarters of Verdugo incidents are medical in nature, and well over half of these involve transport to a hospital. A new report is introduced this year, “At Hospital” Times, which includes the number of transports from each city to 18 local hospitals, along with the average and maximum time spent at each hospital.

Finally, we would like to express our admiration for the high quality of work that is done by the dispatchers and their supervisors. In an environment where the public's safety is at stake and the pressure can build to phenomenal levels in seconds, these professionals are to be commended for their expertise and teamwork.

Ray Krakowski, Interim Fire Chief
Burbank Fire Department

Dennis J. Downs, Fire Chief
Pasadena Fire Department



INTRODUCTION

History

Verdugo Fire Communications Center was established August 1, 1979, when the founding cities of Burbank, Glendale, and Pasadena were faced with limited local resources, voluntary mutual aid with an average 45-minute delay, unfamiliarity with neighboring cities' geography, nonstandard fire-fighting tactics, incompatible equipment, and a lack of common radio frequencies.

The name Verdugo was chosen because the Verdugo mountain range spanned the three cities. Glendale was chosen for the Center's site due to its central location. The Center is overseen by the Glendale Fire Department.

The benefits of a regional dispatch center were recognized immediately. In its first year of operation, Verdugo dispatched over 19,000 incidents. The agreement among the three cities included a "no borders" clause – the closest fire engine responded to calls regardless of jurisdiction.

There were 23 fire stations in the borderless system, and up to 15 fire engines could be dispatched to a major incident without delay. Specialized equipment was shared among the three cities, including an Air Utility, two Hazardous Materials units, and three Urban Search and Rescue units.

In 1996, the cities of South Pasadena and San Marino contracted for fire dispatch services, which added two more fire stations to the system and an increase of approximately 2,500 incidents per year. Eight more fire stations were added in 1999 when the cities of Monrovia, Arcadia, and Sierra Madre joined the Verdugo System, and in 2000 when San Gabriel was added. Ten additional stations were added when Monterey Park, Alhambra and Montebello joined the System in February 2005, April 2006, and February 2009, respectively.



City	Population*	Assessed Property Value**	Area (sq.mi.)	Joined Verdugo
Alhambra	89,171	\$6,378,914,847	7.62	4-13-06
Arcadia	56,547	\$9,405,086,754	12	10-21-99
Burbank	108,082	\$15,441,793,226	17.15	5-20-81
Glendale	207,303	\$21,778,967,359	30.59	8-1-79
Monrovia	39,531	\$3,793,213,193	13.73	7-1-99
Montebello	65,667	\$4,404,623,893	8.3	2-26-09
Monterey Park	64,874	\$5,134,242,215	7.7	2-1-05
Pasadena	150,185	\$20,100,796,317	23	9-4-79
San Gabriel	42,829	\$3,558,698,316	4.1	4-7-00
San Marino	13,393	\$3,982,326,248	3.75	4-17-96
Sierra Madre	11,083	\$1,548,466,036	3	10-21-99
South Pasadena	25,832	\$3,115,464,703	3.44	4-17-96
Totals	874,497	\$98,642,593,107	134.38	

*State of California, Department of Finance, *E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change, January 1, 2008 and 2009*. Sacramento, California, May 2009.

**City of Los Angeles Taxpayers' Guide, 2008-2009, Secured Property – Taxable Net, pp.138-158.

Benefits of Regional Dispatch

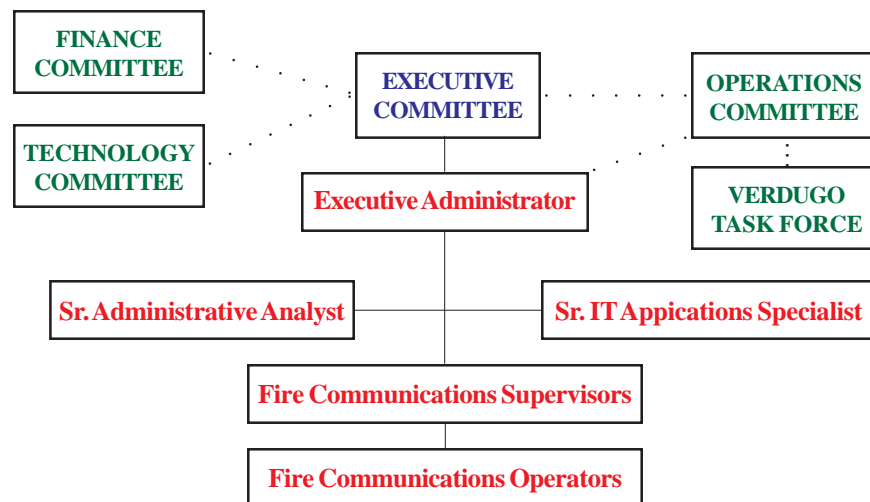
Since its first year of operation, Verdugo has dispatched over 1,146,000 incidents. The Verdugo regional dispatch system has been very successful, providing the highest level of service to the citizens of its 12 cities and saving taxpayer dollars. The benefits of 12 fire agencies combining resources into this single, regional communication center include:

- Costs of personnel and computer, phone, dispatch and radio communication systems are shared between multiple agencies, lowering each agency's share and eliminating unnecessary and costly redundancy;

- Dispatchers who specialize in fire and rescue and are able to provide Emergency Medical Dispatch instructions to callers prior to the arrival of paramedics;
- Centralized coordination of “unified responses” within the Area C automatic aid system and beyond;
- Fast access to OES resources through ROSS (Resource Ordering System & Status), a national system for dispatch of mutual aid resources to another jurisdiction’s fire or requests for resources for larger scale incidents within the Verdugo System.
- Common radio frequencies permit relatively seamless operations on major incidents, increased safety on the fireground, and faster initial responses;
- Redundancy of critical radio, telephone, and computer-aided dispatch (CAD) systems prevents unnecessary interruptions in service;
- Fire stations are alerted automatically through CAD, which provides a hard-copy printout and displays dispatch information on mobile computer terminals (MCT’s);
- Status changes and movements are recorded using MCT’s, reducing radio channel congestion;
- Notifications to key personnel are automatically triggered by alarm level or incident type through CAD, or manually by the dispatchers;
- Detailed incident history information is recorded through CAD;
- The ReddiNet hospital status system displays local hospital emergency department status for EMS incidents;
- Monthly Task Force meetings are held where Chief Officers share in decision making and keep their colleagues in the other Verdugo System agencies updated and informed;
- In-depth statistical analysis of fire and rescue incidents using data captured by the CAD system.



Verdugo Organization Chart



• • • Indicates an advisory role



Communications Experience

The 14 Verdugo Fire Communications salaried employees with dispatch responsibilities have a combined total of 133 years’ experience at the Verdugo Center and 208 total years of fire or police communications experience.

Emergency Communications

Dialing 9-1-1 in any of the cities served by Verdugo Fire Communications Center will connect the caller to either the local police department or to California Highway Patrol dispatchers. Fire, rescue and medical calls are immediately transferred to Verdugo dispatchers. When the emergency call is received at Verdugo, an operator enters the pertinent details into the computer and these are immediately transmitted via both voice radio and mobile computer terminal to the closest fire and/or paramedic equipment available. Emergency personnel are on the road within a minute or two of receiving the radio call and remain in constant radio contact with the Communications Center as additional details are received. Under most circumstances, emergency response equipment and personnel begin to arrive at the scene of the incident within 4-5 minutes of being dispatched.

Dispatching for 12 Southern California cities poses numerous challenges. Many residents speak a limited amount of English and have difficulty conveying the details of their emergency until a translator is called to assist. Verdugo dispatchers must be familiar with streets and freeways in a densely populated, highly diverse geographic area covering over 134 square miles. In addition, callers are often in a state of agitation or anxiety due to their emergency situation and it can require patience and ingenuity to extract the necessary information.

Verdugo dispatchers are highly trained and experienced individuals who process hundreds of incoming calls each day and strive to dispatch appropriate resources promptly and accurately. All are trained in Emergency Medical Dispatch procedures and frequently instruct callers on delivery of First Aid or CPR until emergency medical personnel arrive. This vital link in the emergency response chain can even help to save lives during the few minutes it takes for firefighters and paramedics to arrive at an incident.



Language Translation Services

When a call is received for fire or paramedic services and the caller is unable to convey the necessary information in English, the dispatcher will ask what language the caller prefers. The majority of foreign-language callers have sufficient grasp of English to tell the dispatcher what language they speak. The call is immediately transferred to an interpreter, and the dispatcher takes down all pertinent information as he/she directs the interpreter in questioning the caller.

Translation of foreign language calls was provided by LanguageLine, which offers over-the-phone translation in over 170 languages. Translation services were utilized for 682 calls between July 1, 2008 and June 30, 2009, representing just under 1% of all incidents. Nineteen different languages were requested by Verdugo System callers:

Language	Total Calls	Minutes	Av. Call Length (min.)	% of Translated Calls
Spanish	359	1198.8	3.3	52.6%
Armenian	125	471.3	3.8	18.3%
Mandarin	86	414.9	4.8	12.6%
Cantonese	50	195.8	3.9	7.3%
Vietnamese	21	89.8	4.3	3.1%
Russian	7	42.7	6.1	1.0%
Korean	10	38	3.8	1.5%
Farsi	6	27.2	4.5	<1.0%
Thai	3	12.9	4.3	<1.0%
Arabic	3	10	3.3	<1.0%
Tagalog	3	9.3	3.1	<1.0%
Japanese	2	9.2	4.6	<1.0%
French	1	5	5	<1.0%
Pashto	1	5	5	<1.0%
Czech	1	4	4	<1.0%
Cambodian	1	3.3	3.3	<1.0%
Haitian Creole	1	3	3	<1.0%
Italian	1	3	3	<1.0%
Polish	1	2.4	2.4	<1.0%
Totals:	682	2545.6	3.7	

As of June 30, 2009 there were a total of 43 fire stations, 43 engine companies, 13 truck companies, 23 rescue ambulances, 1 paramedic squad, 4 air utilities, 12 command vehicles, 2 hazmat vehicles, 6 USARs and 5 water tenders within the Verdugo System.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MPK</u>	<u>MRV</u>	<u>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SMD</u>	<u>SNM</u>	<u>SPS</u>	<u>Total</u>
Fire Stations	4	3	6	9	3	2	3	8	2	1	1	1	43
Engine Companies	4	3	6	9	3	2	3	8	2	1	1	1	43
Truck Companies	1	1	2	3	1	1	2	2	0	0	0	0	13
Rescue Ambulances	2	2	3	5	2	PM Squad	0	5	1	1	1	1	23+Squad
<u>Additional Units:</u>													
Air Utility	0	1	0	1	0	0	1	0	0	0	0	1	4
Brush Engine	0	0	0	0	0	0	2	0	0	0	0	0	2
Command	1	1	1	1	1	1	1	1	1	1	1	1	12
Hazmat	0	0	1	1	0	0	0	0	0	0	0	0	2
USAR*	1	0.5	0	1	0.5	0.5	1	1	0.5	0	0	0	6
Water Tender	0	0	1	2	0	1	0	0	0	1	0	0	5

*Arcadia and Monrovia share a USAR, as do Monterey Park and San Gabriel. These are indicated by 0.5 each.

Following a review of Verdugo's finances and with the approval of the Finance Committee comprised of Finance Directors from Burbank, Glendale and Pasadena, the Verdugo Fire Communications Fund was changed from a Special Revenue Fund to an Enterprise Fund. New accounts were created to separate operating funds and operating reserve from capital funds and capital reserve. A plan was developed to reallocate contributions by the tri-cities and evenly distribute upcoming capital costs to facilitate future budget planning.

Based on the preliminary year-end figures below, revenues exceeded expenditures by \$276,341 during the fiscal year. Capital purchases were limited to hospital status programming for the mobile computers, purchase of a data base station, and a technical evaluation of Verdugo's data center, along with the final payments for the ICIS and UPS systems and CAD software licenses.

	Burbank	Glendale	Pasadena	TOTAL-Tri Cities	Contract Cities	TOTAL - ALL
REVENUE						
Charges for Service	\$449,449	\$747,150	\$586,227	\$1,782,826	\$1,086,172	\$ 2,868,998
Equipment Replacement	64,641	64,641	64,641	193,923	-	\$ 193,923
Subtotal						<u>\$ 3,062,921</u>
Interest & Misc. Revenue						<u>\$ 37,983</u>
TOTAL						\$ 3,100,904
EXPENDITURES						
Salaries & Benefits						\$ 2,018,355
Maint. & Operations						\$ 612,119
Capital Outlay						<u>\$ 194,089</u>
TOTAL						<u>\$ 2,824,563</u>
Revenue minus expenditures						\$ 276,341
<i>Contract Cities include Alhambra, Arcadia, Monrovia, Montebello, Monterey Park, San Gabriel, San Marino, Sierra Madre and South Pasadena</i>						

FY 2008-9 Accomplishments

- A total of 150,617 phone calls were processed by Verdugo dispatchers, including 63,898 incidents that were dispatched to the 12 cities in the Verdugo System and mutual aid responses to jurisdictions outside Verdugo boundaries. About 30% of phone calls are incoming 911 calls. The rest are incoming calls on other emergency or administrative lines, or outgoing calls. Ring-time statistics consistently indicate that over 99% of all incoming calls are answered in 10 seconds or less.
- Montebello was added as a contract dispatch agency on February 26, 2009, adding three additional fire stations and 65,000 additional residents to the Verdugo dispatch system.
- City of Glendale Internal Audit conducted an in-depth analysis of Verdugo's finances. A cost allocation study was also conducted to quantify the contributions of the City of Glendale as it houses and oversees the Center on a day to day basis. An inventory of Verdugo assets was also completed, along with financial projections into the future.
- The tri-city dispatch agreement underwent a complete review and revision with special emphasis on governance, cost sharing and capital item acquisition.
- A Technology Committee was convened and a five-year technology plan was developed for the Center.
- The CAD vendor programmed a new feature to display ReddiNet hospital status information for 16 local hospitals on mobile computer terminals with the press of a button.
- Initial testing of the mobile map was completed, software bugs were repaired, and a revised and corrected version of the map application was supplied by the CAD vendor for Verdugo field unit trials. The map display for the dispatch floor was redesigned and updated. GIS data such as hydrants, parcels, helispots, and streets were collected from Verdugo System cities in preparation for a complete map update to be completed in September 2009.
- A coded modem was added to supply inbound data regarding mutual aid incident and resource needs from Los Angeles County Fire to Verdugo.
- A T-1 connection from Montebello to Verdugo for CAD and RMS connectivity was established via microwave path.
- Faster, more reliable access to ROSS (CITRIX) servers in Kansas City was acquired to improve efficiency.

FY 2009-10 Goals

- Continue providing prompt, efficient and professional handling of all calls for fire and paramedic assistance and supply emergency pre-arrival instructions to callers as needed until help arrives. Answer at least 99% of emergency calls in 10 seconds or less.
- Complete the Verdugo policy and procedures manual and publish it on the Unified Response web site.
- Perform quality assurance analysis (periodic call reviews) and continuing education on a monthly basis.
- Design and implement a comprehensive plan for continuity of operations in the event that critical systems in the dispatch center become inoperative or the center must be evacuated. Include accommodations for receiving calls and personnel from one or more tri-cities police dispatch centers as their primary alternate site.
- Convene an expanded Technology Committee and meet quarterly to develop and refine plans for possible future projects. Develop a Request for Information related to Verdugo's upcoming data system replacement.
- Develop a system to assure the automatic vehicle location feature in fire apparatus of all 12 cities remains operational consistently and reliably.
- Complete a full map conversion to update the CAD geofile and improve appearance and function of both the dispatch and mobile maps. Revise buttons of mobile map to supply additional functionality to users in fire apparatus.
- Revise, streamline and update the Unified Response web site to supply a greater variety of current and useful information for Verdugo System users.
- Identify sources of capital funding such as federal, state and private grants and submit applications.
- Recruit and appoint an Executive Administrator.
- Strive to maintain dispatch staffing at NFPA 1221 guidelines and ISO standards.
- Provide ROSS training to members of the dispatch staff who have not yet received it.
- Evaluate the feasibility of adding additional contract dispatch cities in terms of staffing, funding, radio coverage, operations, logistics, and other considerations.



VERDUGO SYSTEM



There were 63,898 incidents dispatched by Verdugo Fire Communications in fiscal year 2008-9. The dispatcher determines and enters the most appropriate and descriptive type code for each incident into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 156 Type Codes listed below, the three most frequent incident types were Fire Alarm (60.1% of Fire incidents), Shortness of Breath (11.0% of Medical incidents), and Fall - Minor (10.9% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	151	1.6%
Appliance Fire - Major	137	1.5%
Appliance Fire - Minor	12	<1.0%
Arson Investigation	4	<1.0%
Brush Fire	3	<1.0%
Brush Fire	46	<1.0%
Brush Strike team-XLC-1201A	3	<1.0%
Brush Strike Team-XLC-1202A	2	<1.0%
Brush Strike Team-XLC-1203A	1	<1.0%
Brush Strike Team-XLC-1204A	5	<1.0%
Brush Strike Team-XLC-1205A	2	<1.0%
Brush Strike Team-XLC-1206A	8	<1.0%
Brush Strike Team-XLC-1207A	3	<1.0%
Brush Strike Team-XLC-1208A	1	<1.0%
Carbon Monoxide Alarm	66	<1.0%
Electrical Fire	155	1.7%
Electrical Vault Fire	9	<1.0%
Emergency Landing at Airport	27	<1.0%
Explosives/BombThreat/Scare	8	<1.0%
Fire Alarm	5,635	60.1%
Fire Alarm - Full Assignment	37	<1.0%
Fire Alarm Reset	122	1.3%
Fire Now Out	166	1.8%
Garage Fire	35	<1.0%
House Fire	211	2.2%
Illegal Burning	158	1.7%
Misc Outside Fire	128	1.4%
Misc Outside Fire on the Fwy	14	<1.0%
Mutual Aid Request	5	<1.0%
OES Engine Strike Team	12	<1.0%
OES Water Tender Request	6	<1.0%
Overhead Mutual Aid Request	37	<1.0%
Person on Fire	1	<1.0%
Plane Accident, Down or Fire	1	<1.0%
Plane Accident, Down or Fire	2	<1.0%
Refuse Fire	242	2.6%
Smoke in a Structure	232	2.5%
Smoke in the Area	377	4.0%
Sprinkler System Activated	10	<1.0%
Structure Fire	353	3.8%
Train Fire	1	<1.0%
Transformer/Street Light Fire	92	1.0%
Unknown Type Fire	52	<1.0%
Vegetation Fire	115	1.2%
Vegetation Fire on the Fwy	59	<1.0%
Vehicle Fire	374	4.0%
Vehicle Fire in a Structure	26	<1.0%
Vehicle Fire on the Freeway	231	2.5%
Water Tender Request	4	<1.0%

MEDICAL

Abdominal Pain	1,513	3.0%
Allergic Reaction	269	<1.0%
Altered Level of Consciousness	1,243	2.5%
Animal/Human/Stings	147	<1.0%
Assault Victim	942	1.9%
Assist the Invalid	906	1.8%
Back Pain	587	1.2%
Burn Injury	49	<1.0%
Chest Pains - Heart Attack	3,714	7.4%
Collapse/Extrication/Rescue	2	<1.0%
Confined Space Rescue	1	<1.0%
CVA-Neurologic	968	1.9%
Diabetic Problem	819	1.6%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	12	<1.0%
Electrical Shock Injury	10	<1.0%
Emer Medical Svc on the Fwy	166	<1.0%
EMS Call - No Details	321	<1.0%
Explosion Seen or Heard	3	<1.0%
Exposure - Heat or Cold	40	<1.0%
Eye Injury	57	<1.0%
Fall - Major	142	<1.0%
Fall - Minor	5,490	10.9%
G.I. Bleed	446	<1.0%
Gunshot Wound	62	<1.0%
Head Pain	325	<1.0%
Heart Problem	1,140	2.3%
Ingestion-Poisoning-Inhalation	514	1.0%
Injury TC with Fuel Spill	9	<1.0%
Investigate the Welfare	30	<1.0%
Medical Alarm	466	<1.0%
Minor Trauma	1,852	3.7%
Misc Full Assignment & RA	1	<1.0%
Misc Medical	3,713	7.4%
Misc Response Engine & RA	7	<1.0%
Misc Response for 1 RA	1	<1.0%
Mountain Rescue	23	<1.0%
Non-Injury Traffic Collision	24	<1.0%
Nosebleed Non-Traumatic	245	<1.0%
Obstetrics/Gynecological	290	<1.0%
Overdose	520	1.0%
Person Choking	205	<1.0%
Person Dizzy	1,130	2.3%
Person Down	1,405	2.8%
Person Hanging	15	<1.0%
Person in Seizure	1,969	3.9%
Person Not Breathing	866	1.7%
Person Sick	1,201	2.4%
Person Sick2	5	<1.0%
Person Stabbed	71	<1.0%
Person Threatening to Jump	7	<1.0%
Person Unconscious/Unresponsive	2,903	5.8%
Psychiatric	629	1.3%
Rescue	44	<1.0%
Severe Trauma	43	<1.0%
Shortness of Breath	5,510	11.0%
STEMI Hospital Transport	31	<1.0%
Syncopal/Fainted Now Conscious	1,131	2.3%
TC-Rescue on the Freeway	298	<1.0%
Traffic Collision	2,811	5.6%
Traffic Collision - Rescue	247	<1.0%
Traffic Collision on the Fwy	1,108	2.2%
Traffic Collision w/ Motorcycle	148	<1.0%
Traffic Collision w/ Pedestrian	545	1.1%
Traffic Collision w/ Train	1	<1.0%
Traffic Collision w/Bicycle	155	<1.0%
Trench Rescue	1	<1.0%
Unknown Medical	544	1.1%
Vehicle Into a Structure	82	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	8	<1.0%
Animal Rescue/Assist	68	2.2%
Arcing Wires	35	1.1%
Bee Investigation	48	1.6%
Bio-Chemical Threat	1	<1.0%
Biohazard Investigation	71	2.3%
Broken Gas Main	49	1.6%
Broken Water Main	87	2.8%
Chemical Outside	121	3.9%
Damage Investigation	20	<1.0%
Elevator Rescue	317	10.3%
Flowing/Gushing/Sheared Hydrant	93	3.0%
Fuel Spill	169	5.5%
Hazardous Materials Response	27	<1.0%
Investigate a Hazardous Condition	271	8.8%
Investigate a Mudslide	5	<1.0%
Investigate Overcrowding	16	<1.0%
Major Flooded Condition	106	3.5%
Malfunction	103	3.4%
Minor Flooding	185	6.0%
Misc Odor Investigation	186	6.1%
Misc Response Engine & Truck	3	<1.0%
Misc Response for 1 Engine	41	1.3%
Misc Response for a Truck	15	<1.0%
Misc Response Full Assignment	5	<1.0%
Odor of Natural Gas Inside	150	4.9%
Odor of Natural Gas Outside	184	6.0%
One Story Roof Check	21	<1.0%
PD Assist/Stand-By	82	2.7%
Person Locked In/Locked Out	244	8.0%
Public Assist	182	5.9%
Roof Check 2 Stories & Above	20	<1.0%
Wires Down	135	4.4%

OTHER

INCIDENT TYPE	# INCIDENTS
Fire Alarm Testing	1
Fireworks Violation	7
Power Outage	3
Special Event	29
Transfer to CHP	2
Transfer to Police Dept	1

Verdugo Incident Volume

“Incidents” Versus “Responses”

A single **incident** might involve multiple **responses** from one or more fire departments. For example, when a house fire in Burbank is reported to Verdugo, the initial dispatch might include three fire engines, two fire trucks, a rescue ambulance and a Battalion Chief – a total of seven responding vehicles or “responses.” If additional personnel and equipment are needed, additional engines, trucks, ambulances and other equipment like air utilities and water tenders might be dispatched – sometimes from a neighboring jurisdiction to avoid depleting resources at fire stations near the incident. Each unit dispatched counts as one response, hence a single incident might involve a dozen or more responses, some of which might be providing automatic or mutual aid from another jurisdiction.

Total Incidents Per City

The following table shows how many incidents of each category occurred in each city, regardless of which fire department(s) responded.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MTB*</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
FIRE	551	762	1,348	1,564	479	208	440	2,822	250	171	106	257
MEDICAL	3,887	3,154	7,136	12,685	2,467	1,246	2,847	11,906	1,726	577	600	1,161
SERVICE	278	223	452	668	186	61	161	641	94	54	84	101
OTHER	1	3	3	6	0	0	1	34	0	1	0	0
TOTAL	4,717	4,142	8,939	14,923	3,132	1,515	3,449	15,403	2,070	803	790	1,519

Total Responses Per Fire Department

Although fire departments generally have numerous types of response vehicles including hazmat, air utility, water tender and so forth, the vast majority of responses are by fire engines, rescue ambulances and fire trucks. The totals below include all responses by these types of apparatus, regardless of whether the incident occurred within the agency’s home jurisdiction or was part of an automatic or mutual aid response.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MTB*</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Engine	5,242	4,584	9,649	16,333	3,630	1,791	4,044	16,608	2,365	918	254	1,612
Ambulance	4,235	3,366	7,718	14,081	1,695	–	3,146	13,143	1,628	1,034	789	1,169
Truck	710	568	1,223	2,279	472	418	524	2,140	–	–	–	–
Resp. Total	10,187	8,518	18,590	32,693	5,797	2,209	7,714	31,891	3,993	1,952	1,043	2,781

(Ambulance totals include Paramedic Squad responses)

Total Out of Jurisdiction Incidents Per Fire Department

For those incidents requiring additional equipment and personnel, fire departments negotiate automatic or mutual aid agreements with neighboring agencies. There are currently several dozen such agreements within the Verdugo System. The following table shows the number of incidents where a fire department provided automatic or mutual aid to other jurisdictions, either to a neighboring city within the Verdugo System (**IVS**) or to a jurisdiction outside the Verdugo System (**OVS**) such as Los Angeles City, Los Angeles County, or elsewhere.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MTB*</u>	<u>MPK</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
IVS	582	326	285	398	326	52	449	310	219	431	2	289
OVS	11	41	148	541	50	32	131	174	45	131	8	9
Total	593	367	433	939	376	84	580	484	264	562	10	298

*Partial year – Montebello joined the Verdugo System on Feb. 26, 2009

Total Incidents Per Agency

Verdugo Fire Communications has contracted to provide fire and rescue dispatch services for nine cities: Alhambra, Arcadia, Monrovia, Montebello, Monterey Park, San Gabriel, San Marino, Sierra Madre and South Pasadena. Calculation of annual fees for each of these fire departments includes incidents that occurred within each agency's home city plus responses that occurred as a direct result of the fire department's automatic or mutual aid agreements with agencies outside the Verdugo System (OVS). Contract cities are not billed for responses to cities within the Verdugo System.

	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MRV</u>	<u>MPK</u>	<u>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Inc. in City	4,717	4,142	8,939	14,923	3,132	3,449	1,515	15,403	2,070	803	790	1,519
OVS*	11	41	148	541	50	131	24	174	55	131	7	9
TOTAL	4,728	4,183	9,087	15,464	3,182	3,580	1,539	15,577	2,125	934	797	1,528

* OVS = Responses Outside the Verdugo System

Out of Jurisdiction Responses

The following table shows the number of incidents where agencies responded outside their home jurisdiction. When necessary, several agencies may respond to a single large incident.

Responding Agencies	City Where Incident Occurred															
FY 08-09	ALH	ARC	BRK	GLN	MRV	MPK	MTB	PAS	SGB	SNM	SMD	SPS	LAC	LFD	XBB	Subtotals
ALH				1	3	204		37	219	26		92	4	5	2	593
ARC	3		2	2	216	1		82	5	3	11	1	37	1	3	367
BRK	3	5		249	2	2		22				2	21	106	21	433
GLN	3	5	316		5	2		64				3	102	419	20	939
MRV	1	311						4			10		41	1	8	376
MPK	279	1					68	4	87	2		8	80	1	50	580
MTB						50		2					17		15	84
PAS	22	80	4	51	11	17			23	28	5	69	113	45	16	484
SGB	157	3	1	1	3	28		2		22		2	38	1	6	264
SNM	28	5		1	4	1		139	134		1	118	130		1	562
SMD								2					6	1	1	10
SPS	22	4		2	3	4		210	1	43				8	1	298
LAC		48		62	42	69	13	39	29	18	6			1		327
LFD	1		23	46				15				9	3		1	98
XAA	3	136	78	9	2,493	57	1,283	17	1	3	8	1	12		8	4,109
Subtotals	522	598	424	424	2,782	435	1,364	639	499	145	41	305	604	589	153	9,524

ABBREVIATIONS: ALH=Alhambra; ARC=Arcadia; BRK=Burbank; GLN=Glendale; LAC=LA County; LFD=LA City; MRV=Monrovia; MPK=Monterey Park; MTB = Montebello; PAS= Pasadena; SGB=San Gabriel; SMD=Sierra Madre; SNM=San Marino; SPS=South Pasadena; XAA=Usually private ambulance but also may refer to helicopters, private company fire engines, or airport crash-related units; also included Montebello units responding into Verdugo cities until Feb. 25. The high number of responses into Monrovia and Montebello are due to the use of private ambulances for EMS incidents. XBB=Locations outside the Verdugo System, not including LAC, LFD.

Verdugo Incidents by Month and Category

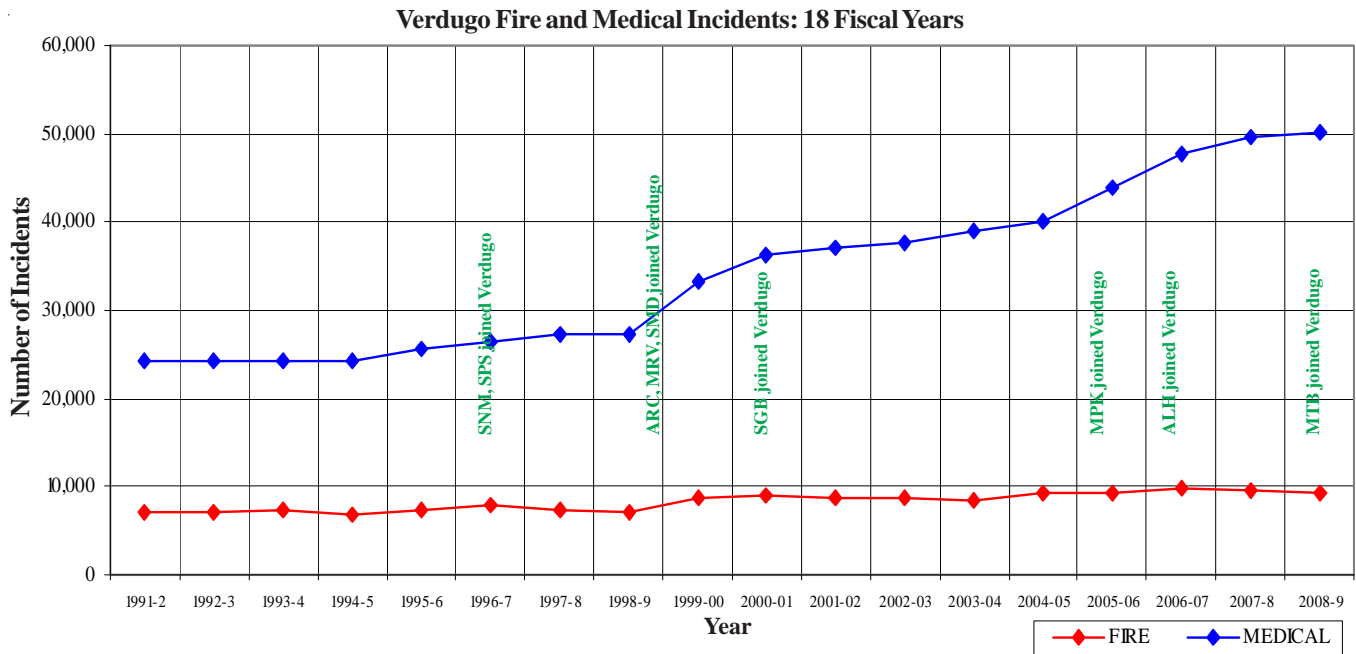
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	816	745	717	857	888	899	811	683	743	710	736	803	9,408	14.7%
MEDICAL	3,962	4,081	3,999	4,200	3,834	4,239	4,185	3,786	4,608	4,329	4,483	4,386	50,092	78.4%
SERVICE	241	292	261	269	251	263	262	212	234	240	252	240	3,017	4.7%
OTHER	6	7	7	4	1	9	3	3	2	4	1	6	53	0.1%
OVS*	157	115	86	144	146	94	83	106	90	98	98	111	1,328	2.1%
TOTAL	5,182	5,240	5,070	5,474	5,120	5,504	5,344	4,790	5,677	5,381	5,570	5,546	63,898	

* OVS = Responses Outside the Verdugo System

Verdugo Fire and Medical Incidents

Until April 1996, the Verdugo System consisted only of Burbank, Glendale and Pasadena. Two additional cities were added in 1996, three more in 1999 and one each in 2000, 2005, 2006 and 2009 for a total of 12 Verdugo cities.

In the 13 years since Verdugo began adding contract cities, the total Verdugo incident volume has increased about 89%, due primarily to serving a larger population base and geographic area but also to annual increases in the populations of individual cities served. As the chart and table below demonstrate, the majority of this increase has occurred in Medical incidents. It is also noteworthy that the number of “Outside Verdugo System” responses has more than doubled in this period of time.



Number of Incidents Dispatched by the Verdugo System Per Fiscal Year

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-2000
FIRE	7,057	7,133	7,496	6,942	7,361	7,791	7,245	7,205	8,655
MEDICAL	24,248	24,287	24,258	24,176	25,514	26,429	27,362	27,331	33,299
SERVICE	2,446	2,349	2,765	2,451	2,384	2,793	2,596	2,597	3,242
OTHER	57	57	124	323	178	85	58	111	152
OVS*	14	14	38	317	346	528	491	522	552
TOTAL	33,822	33,840	34,681	34,209	35,783	37,626	37,752	37,766	45,900

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	9,129	8,770	8,635	8,381	9,208	9,361	9,804	9,579	9,408
MEDICAL	36,239	37,035	37,622	39,077	40,019	44,028	47,648	49,670	50,092
SERVICE	3,434	3,387	3,348	2,802	3,809	3,277	3,449	3,465	3,017
OTHER	112	245	270	171	98	609	150	67	53
OVS*	592	644	779	729	835	988	1,214	1,380	1,328
TOTAL	49,506	50,081	50,654	51,160	53,969	58,263	62,265	64,161	63,898

* OVS = Responses Outside the Verdugo System to jurisdictions such as LA City and LA County.

FY2008-9 Strike Team Responses

In the dry climate of Southern California, “fire season” may be considered year-round; wildfires can occur throughout the year. Fire departments must remain in a constant state of readiness to protect not only the people and property within their own jurisdiction but also to assist other fire agencies when a major incident occurs.

During FY2008-9, Verdugo dispatched 32 strike team responses to 13 major fires in California, but all 43 fire stations in the Verdugo System remained fully staffed and functioning.

Strike Team	Incident Name	Dispatch Date	Dispatch Time	Leader	Trainee	Release Date	Release Time
1206-A	Gap Incident	7/1/2008	22:25	SGB BC5 - Beckman		7/7/2008	21:17
1204-A	Lightning Complex	7/9/2008	10:25	PAS BC3 - Costa		7/13/2008	16:08
1207-A	Lightning Complex	7/11/2008	8:53	GLN BC2 - Creasey	GLN Joe Lopez	7/15/2008	22:08
1208-A	Telegraph	7/27/2008	15:25	PAS BC3 - Dandridge	PAS Capt. Tony Miller	8/1/2008	21:25
1205-A	Telegraph	7/27/2008	15:39	MTB - BC Lynsky		8/1/2008	21:27
1201-A	South	8/17/2008	13:22	GLN WT 11 Eng Griffith FF Boyle		8/19/2008	9:10
1204-A	South	8/17/2008	13:22	MRV WT101 Capt Rooks Eng Arellano		8/18/2008	20:45
1202-A	San Dimas	9/14/2008	12:01	MRV WT101 Capt Vita Eng Pelham		9/14/2008	13:52
1205-A	Marek	10/12/2008	5:45	SGB BC5 - Beckman		10/12/2008	21:28
1203-A	Marek	10/12/2008	5:51	BRK BC1 - Lenahan	BRK Capt Baldridge	10/12/2008	20:54
1202-A	Marek	10/13/2008	4:38	GLN BC2 - Fish	GLN Capt Lynch	10/14/2008	19:00
WT16	Marek	10/13/2008	6:50	WT16 - Burgess/Marquez		10/13/2008	6:50
1361-A	Sesnon	10/13/2008	11:42	MPK E61	SGB E51	10/16/2008	17:56
1204-A	Sesnon	10/13/2008	12:22	MPK BC6 - Khail	MPK PR6 - Harper	10/16/2008	13:38
1800-A	Sesnon	10/13/2008	15:08	SMD BC4 - Lowe	SNM DC9 - Frawley	10/16/2008	20:40
WT11	Sesnon	10/14/2008	21:05	Eng Boyle	FF Griffith	10/18/2008	13:57
CSR Special Select Staffing Oct. #2		10/21/2008	6:30	Eng Richey	FF Castro	10/25/2008	6:39
1203-A	Sepulveda	10/23/2008	4:50	BC3 Gibson	GLN Capt Lynch	10/23/2008	11:23
1205-A	Sepulveda	10/23/2008	4:55	BC10 Fabrizio	SGB Capt Frieders	10/23/2008	11:03
CSR Special Select Staffing Nov.		11/13/2008	8:14	WT11 Eng Frazier	FF Dawson	11/14/2008	11:20
1204-A	Tea Inc.	11/13/2008	19:53	SGB BC5 - Terry	Capt Doehler	11/15/2008	11:04
1800-A	Tea Inc.	11/13/2008	20:16	OES343/341		11/15/2008	15:17
1201-A	Tea Inc.	11/13/2008	19:41	BRK BC1 - Robertson	Capt Mac New	11/15/2008	15:10
1870-C	Tea Inc.	11/14/2008	11:20	WT11 Eng Frazier	FF Dawson	11/17/2008	10:00
5810-A	Prado Staging	11/14/2008	18:04	OES281		11/15/2008	15:34
WT11	Prado Staging	11/17/2008	10:00	WT11 Eng Frazier	FF Dawson	11/17/2008	16:34
1201-A	Freeway Inc.	11/15/2008	15:10	BRK BC1 -Robertson	Capt Mac New	11/19/2008	11:58
1800-A	Freeway Inc.	11/15/2008	15:17	OES343/341		11/18/2008	16:43
1204-A	Freeway Inc.	11/15/2008	21:39	SGB BC5 - Terry	Capt Doehler	11/18/2008	15:55
1206-A	Freeway Inc.	11/16/2008	9:00	GLN BC2 - Creasey	Capt. Luchetta	11/19/2008	13:40
1204-A	Sayre Inc.	11/15/2008	11:05	SGB BC5 - Terry	Capt Doehler	11/15/2008	11:05
1206-A	Sayre Inc.	11/15/2008	0:25	GLN BC2 - Creasey	Capt Luchetta	11/16/2008	9:00
WT16	Sayre Inc.	11/15/2008	4:42	WT16 - Williamson	Burke	11/19/2008	12:27
5810-A	Sayre Inc.	11/15/2008	15:34	OES281		11/18/2008	8:57
1202-A	Jesusita	5/5/2009	17:17	GLN BC2 Fish	Capt. Gulli	5/14/2009	17:32
1205-A	Jesusita	5/5/2009	17:28	PAS BC3 Gordon	Capt. Gardner	5/10/2009	22:53
1206-A	Jesusita	5/6/2009	17:37	ALH BC7 Phelps	BRK Capt. Schmitt	5/11/2009	18:55
1809-A	Jesusita	5/6/2009	17:44	MRV BC10 Fabrizio	BC105 Spriggs	5/6/2009	19:24
BR55	Jesusita	5/6/2009	17:52	T55 Crew	T55 Crew	5/9/2009	16:29

Multiple-Alarm Fires

In the fire service, an alarm level represents a single complement of apparatus and personnel. For example, if a first-alarm incident calls for 3 engines, 1 truck, 1 ambulance, and a Battalion Chief, a second alarm will have a total of 6 engines, 2 trucks, 2 ambulances, and 2 Battalion Chiefs. Any additional units from the second alarm that will not be needed are cancelled promptly, often before they have left the station. Unusually large fires sometimes require a third or fourth alarm, but these are rare.

Normally, the first unit arriving at a fire will dictate a “size-up” of the incident over the radio, such as, “Smoke showing from rear of two-story apartment building with exterior corridors.” If it becomes apparent that the complement of apparatus and personnel already dispatched will not be sufficient, an additional alarm is requested over the radio and Verdugo immediately dispatches additional units.

During FY2008-9, Verdugo dispatched 15 multiple-alarm fires in Verdugo cities and LA County:

Date	Street Address	City	Incident Type	Alarm Level
8/7/08	305 N Marguerita Av, #17	ALH	Appliance Fire	2
10/12/08	1517 S Marguerita Av, #H	ALH	Electrical Fire	2
11/18/08	101 N Third St	ALH	Structure Fire	3
12/25/08	1131 N Monterey St	ALH	Apartment Fire	2
4/5/09	240 S Curtis Av, #1-2	ALH	Apartment Fire	2
4/26/09	1118 N Glendale Av	GLN	Misc. Response - Full Assignment	2
5/31/09	800 N Central Av	GLN	Fire Alarm - Full Assignment	2
7/4/08	4060 Main St.	LAC	Structure Fire	2
10/11/08	730 W Graves Av	MPK	House Fire	2
2/22/09	215 N Chandler Av, #320	MPK	Structure Fire	2
2/4/09	200 W Los Amigos Av	MTB	Brush Fire	3
8/26/08	2990 E Colorado Bl, #106	PAS	Structure Fire	2
2/18/09	612 E Washington Bl, #10	PAS	Apartment Fire	2
8/31/08	2134 Huntington Dr	SNM	Structure Fire	2
4/15/09	825 Mission St	SPS	Structure Fire	3



Response Time Analysis

Because time is of the essence during an emergency response, fire departments keep a close eye on how long it takes their units and personnel to arrive and begin providing assistance. Statistics are generated for turnout time (the time it takes from dispatch to leaving the station), travel time (from leaving the station to arrival onscene), and total response time (from dispatch to arrival onscene of the first unit). These statistics may vary due to a variety of factors such as a city's geographical layout, the time of day or night, traffic conditions, road conditions, and emergency unit availability. According to NFPA 1710 guidelines, the first responding unit should be onscene within 5 minutes of dispatch at least 90% of the time, if possible. On average, throughout the Verdugo System it takes 1 minute for the first unit to leave the station after dispatch and an additional 3 minutes, 11 seconds to travel to an incident. This includes all types of incidents – Fire, Medical, Service, and Other.

During FY08-09, the Verdugo Task Force opted to remove about 50 incident types from consideration when calculating response time. These include such type codes as Investigate Overcrowding, Overhead Mutual Aid Request, Miscellaneous Odor Investigation, and Public Assist that are less time-sensitive and where most departments do not use lights and sirens in responding.

Values over 5 minutes are excluded from Dispatch to Enroute times, over 19 minutes for Enroute to Arrival times, and 20 minutes for Dispatch to Arrival time, due to the likelihood that the Enroute or Onscene button on the mobile computer was not pressed or did not register the input.

First Unit Onscene in 5 Minutes or Less

City	Fire Incidents	Medical Incidents
Verdugo	62.4%	72.1%
Alhambra	54.7%	68.1%
Arcadia	64.2%	70.9%
Burbank	67.6%	75.1%
Glendale	72.1%	77.4%
Monrovia	57.3%	61.4%
Montebello	41.9%	53.6%
Monterey Park	57.3%	61.4%
Pasadena	63.4%	75.7%
San Gabriel	58.1%	71.4%
San Marino	62.1%	79.0%
Sierra Madre	70.6%	70.1%
South Pasadena	67.2%	71.2%

Average Turnout (Dispatch to Enroute) Time (min:sec)

City	All Incidents	Total Incs.	Fire	Fire Incs.	Medical	Medical Incs.
Verdugo	1:00	63,898	1:02	9,408	1:00	50,092
Alhambra	0:59	4,717	1:11	551	0:57	3,887
Arcadia	1:01	4,142	1:08	762	1:01	3,154
Burbank	0:59	8,939	0:59	1,348	0:59	7,136
Glendale	0:59	14,923	0:57	1,564	0:59	12,685
Monrovia	1:01	3,132	1:06	479	1:00	2,467
Montebello	1:14	1,515	1:04	208	1:14	1,246
Monterey Park	1:11	3,449	1:10	440	1:10	2,847
Pasadena	0:59	15,403	1:01	2,822	0:59	11,906
San Gabriel	0:51	2,070	0:54	250	0:50	1,726
San Marino	0:52	803	0:52	171	0:52	577
Sierra Madre	1:16	790	1:08	106	1:17	600
South Pasadena	1:03	1,519	1:08	257	1:02	1,161

Average Travel (Enroute to Arrival) Time (min:sec)

City	All Incidents	Total Incs.	Fire	Fire Incs.	Medical	Medical Incs.
Verdugo	3:11	63,898	3:49	9,408	3:08	50,092
Alhambra	3:26	4,717	3:49	551	3:23	3,887
Arcadia	3:06	4,142	3:23	762	3:04	3,154
Burbank	3:06	8,939	3:49	1,348	3:04	7,136
Glendale	3:04	14,923	3:33	1,564	3:02	12,685
Monrovia	3:21	3,132	3:37	479	3:20	2,467
Montebello	3:40	1,515	4:19	208	3:37	1,246
Monterey Park	3:26	3,449	3:52	440	3:25	2,847
Pasadena	3:01	15,403	3:42	2,822	2:57	11,906
San Gabriel	3:25	2,070	3:33	250	3:24	1,726
San Marino	2:57	803	3:23	171	2:56	577
Sierra Madre	3:05	790	3:11	106	3:04	600
South Pasadena	3:06	1,519	3:29	257	3:03	1,161

Average Response (Dispatch to Arrival) Time (min:sec)

City	All Incidents	Total Incs.	Fire	Fire Incs.	Medical	Medical Incs.
Verdugo	4:11	63,898	4:50	9,408	4:08	50,092
Alhambra	4:25	4,717	5:01	551	4:21	3,887
Arcadia	4:08	4,142	4:32	762	4:05	3,154
Burbank	4:05	8,939	4:40	1,348	4:04	7,136
Glendale	4:03	14,923	4:30	1,564	4:02	12,685
Monrovia	4:22	3,132	4:41	479	4:20	2,467
Montebello	4:55	1,515	5:23	208	4:51	1,246
Monterey Park	4:37	3,449	5:03	440	4:35	2,847
Pasadena	4:00	15,403	4:44	2,822	3:56	11,906
San Gabriel	4:16	2,070	4:30	250	4:15	1,726
San Marino	3:49	803	4:17	171	3:48	577
Sierra Madre	4:20	790	4:19	106	4:19	600
South Pasadena	4:09	1,519	4:38	257	4:06	1,161

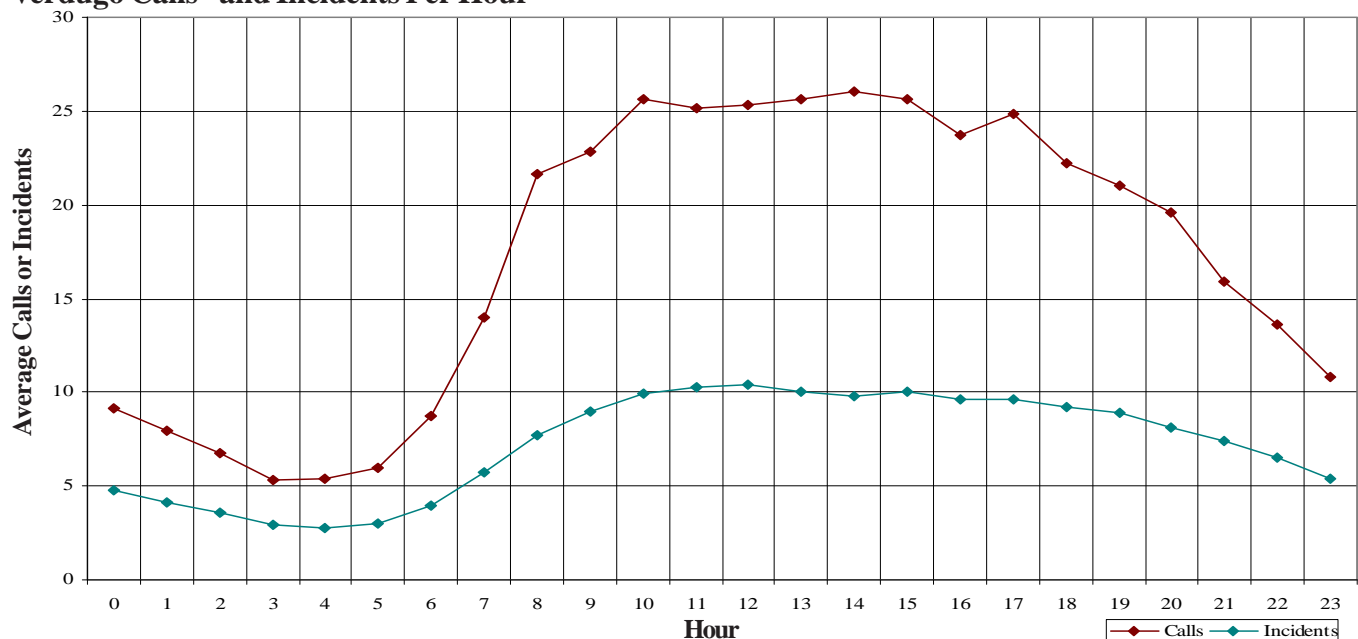
Verdugo Call Volume

Verdugo Fire Communications personnel answer fire and emergency medical 911 calls, dispatch appropriate emergency equipment, and ensure that all elements of the emergency response system are in communication with each other. Verdugo is staffed with two operators and a supervisor during day and night shifts, and an additional operator is on duty during the busiest hours, 8 a.m. to 8 p.m., when two-thirds of Verdugo's incidents occur. The Fire Communications Administrator is present during business hours, along with a Sr. Administrative Analyst and a Sr. IT Applications Specialist.

Nearly 64,000 incidents are dispatched by Verdugo annually. Numerous additional telephone calls and radio transmissions are handled in association with these incidents and with the everyday operations of the 43 fire stations in the Verdugo System, resulting in telephone and radio traffic that may suddenly become heavier at any hour of the day or night. In fire and medical emergency situations, time is critical. A delay in getting through on the phone can potentially make a difference in the outcome of an emergency. For this reason, numerous statistics related to incoming telephone calls are monitored routinely in emergency communications centers.

- During FY2008-9, Verdugo handled an average of 413 telephone calls per day or 17.2 calls per hour. About 30% of these calls were taken on 911 lines, 49% came through other emergency lines or the four administrative lines, and 21% were outgoing calls.
- There were about 2.4 calls per incident, an average of 175 incidents per day or 7.3 incidents per hour.
- The highest call volume in a single day, including incoming 911, 7-digit emergency and administrative lines plus outgoing calls, occurred on Oct. 13, with 786 phone calls. The second-highest call day was Nov. 15 at 705 calls. The fewest total calls occurred on Aug. 5, with only 253.
- The busiest month in terms of call volume was March 2009, with 13,619 total calls, or an average of 439 calls per day.
- On average, there are 9.6 incidents per hour between 8 a.m. and 8 p.m. and 4.9 incidents per hour during the night hours of 8 p.m. to 8 a.m.
- NFPA 1221 standard 7.4.1 states, "Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds." Verdugo's call answering time exceeded this standard: 96.2% of incoming calls were answered in less than 6 seconds, 99.1% were answered in 10 seconds or less, and 99.96% were answered within 30 seconds. In the entire year,

Verdugo Calls* and Incidents Per Hour



*Includes incoming and outgoing calls on all lines: 911, other emergency lines, and administrative lines.

there were only two calls where the answering time was over a minute, and neither was on a 911 line.

- There were 505 abandoned calls during the year, just under two per day. Only 124 of the abandoned calls (about 10 per month) were on 911 lines and the remainder were on other lines. A call is considered abandoned if the caller hangs up after it has begun to ring but before the call is answered. Follow-up is conducted as quickly as possible to contact the caller and determine whether an actual emergency exists.

Call Handling Times

Emergency calls are timed from when the dispatcher answers the phone until the incident is entered into the CAD system and transferred to the radio dispatcher. Dispatched calls are measured from the time the incident is received by the radio dispatcher until the alert is sent to fire stations and apparatus. Call handling times in the Verdugo System during FY2008-9 averaged 52 seconds for 911 call processing and 7 seconds for radio dispatching. According to NFPA 1221 standard 7.4.2, *“Ninety-five percent of emergency call processing and dispatching shall be completed within 60 seconds, and 99 percent of call processing and dispatching shall be completed within 90 seconds,”* Verdugo meets the 60-second standard 71% of the time and the 90-second standard 82% of the time.

Another NFPA 1221 standard, 7.4.4, states: *“Where alarms are transferred from the primary public safety answering point (PSAP) to a secondary answering point, the transfer procedure shall not exceed 30 seconds for 95 percent of all alarms processed.”* This standard is met about 52% of the time, based on 911 call data.

Simultaneous Phone Calls

Because time is of the essence, one of the most vital considerations in a communications center is whether the staffing level is sufficient to answer all calls within a reasonable period of time. Statistics are collected monthly to determine how often the call volume might have exceeded staffing levels. During a major incident such as a brush fire or a multiple-alarm structure fire, if the three daytime dispatchers or two nighttime dispatchers on phone duty are taking calls simultaneously, any additional calls must either continue ringing or be answered and placed on hold. Additional dispatchers are called in for major incidents of longer duration.

The results of the FY2008-9 call volume study indicate that there were 399 daytime instances and 546 nighttime instances when call volume exceeded staffing (all phone dispatchers were on calls and an additional call came in). This analysis includes both emergency calls and incoming administrative calls; when a call comes in on an emergency phone line and all operators are already taking calls, anyone on an administrative call finishes as soon as possible or places their line on hold so they can take the incoming emergency call.

Top Ten Incident Types

The ten most common types of incidents that occurred within the Verdugo System in FY 2008-9 are listed below, along with the percent of all Verdugo incidents. For comparison, the percents of the same incident types for each of the cities in the Verdugo System are also included. Values significantly higher or lower than those in the Verdugo column reveal how one city may be different from the others.

Incident Type		Percent of All Incidents in City											
	<u>Verdugo</u>	<u>ALH</u>	<u>ARC</u>	<u>BRK</u>	<u>GLN</u>	<u>MPK</u>	<u>MRV</u>	<u>MTB</u>	<u>PAS</u>	<u>SGB</u>	<u>SNM</u>	<u>SMD</u>	<u>SPS</u>
Fire Alarm	8.8%	5.1%	13.2%	9.3%	5.5%	6.4%	9.4%	8.6%	13.5%	6.9%	14.8%	5.6%	10.3%
Shortness of Breath	8.6%	8.5%	7.7%	8.6%	10.5%	9.3%	7.9%	9.8%	8.1%	12.0%	4.9%	6.6%	7.8%
Fall - Minor	8.6%	8.9%	10.8%	9.5%	8.6%	9.6%	9.2%	8.3%	7.9%	7.9%	13.4%	12.2%	8.6%
Chest Pains - Heart Attack	5.8%	5.0%	4.5%	6.6%	7.8%	5.0%	6.1%	6.1%	5.5%	4.0%	3.5%	4.6%	4.1%
Misc Medical	5.8%	5.8%	5.1%	6.2%	7.3%	5.4%	5.0%	5.5%	5.7%	4.8%	4.2%	7.6%	5.3%
Person Unconscious/Unresponsive	4.5%	5.6%	4.5%	4.3%	4.8%	5.7%	3.8%	5.7%	4.2%	7.1%	2.6%	2.3%	5.1%
Traffic Collision	4.4%	5.0%	5.3%	3.6%	4.3%	4.0%	6.3%	5.1%	4.2%	6.2%	6.0%	2.3%	6.3%
Person in Seizure	3.1%	4.0%	2.5%	3.0%	2.5%	2.7%	3.3%	5.0%	3.7%	3.7%	2.6%	3.0%	2.6%
Minor Trauma	2.9%	2.9%	2.2%	3.4%	2.5%	3.1%	3.4%	3.2%	3.3%	2.6%	3.6%	3.9%	2.9%
Abdominal Pain	2.4%	1.9%	2.2%	2.3%	3.1%	2.3%	1.7%	1.8%	2.6%	1.7%	2.6%	2.0%	1.8%

“At Hospital” Times

Over 78% of emergency responses in the Verdugo System are medical incidents. An engine and an ambulance are dispatched to medical incidents in all but two cities. In Monrovia, an engine and a squad respond and a private ambulance is called for transports. In Montebello, a private ambulance responds with a paramedic engine.

The table below shows average and maximum time spent during patient drop-off at each hospital for FY08-09. This time was calculated by subtracting the ambulance’s “Available on Radio” time from its “Transport Complete” time. The lower table lists the number of transports to each hospital. Note that the numbers of transports are likely somewhat underestimated due to the way some transports are entered on the mobile computer.

Average and Maximum Time Spent at the Hospital

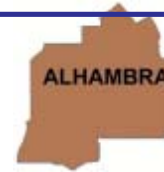
	Alhambra Hospital	Beverly Hospital	Children's Hospital Los Angeles	East Valley Hospital	Foothill Presbyterian Hospital	Garfield Medical Center	Glendale Adventist Medical Center	Glendale Memorial Hospital	Huntington Memorial Hospital	Kaiser - Baldwin Park	Kaiser - Los Angeles	LAC/USC Medical Center	Methodist Hospital of S. California	Monterey Park Hospital	Providence Holy Cross Med. Ctr.	Providence St. Joseph Med. Cntr.	San Gabriel Valley Medical Center	Verdugo Hills Hospital
Average Time at Hospital (min:sec)	20:10	21:40	30:32	27:30	30:22	19:07	17:49	15:53	26:35	33:17	28:20	36:00	25:36	18:14	39:41	20:04	22:38	22:21
Maximum Time at Hospital (hr:min:sec)	1:53:02	40:42	1:10:49	49:15	56:41	1:05:35	2:38:57	1:46:19	3:01:56	1:00:12	36:21	1:43:50	1:52:20	57:07	1:23:03	2:43:20	2:09:44	1:54:23

Number of Transports

Incident Location:	Alhambra Hospital	Beverly Hospital	Children's Hospital Los Angeles	East Valley Hospital	Foothill Presbyterian Hospital	Garfield Medical Center	Glendale Adventist Medical Center	Glendale Memorial Hospital	Huntington Memorial Hospital	Kaiser - Baldwin Park	Kaiser - Los Angeles	LAC/USC Medical Center	Methodist Hospital of S. California	Monterey Park Hospital	Providence Holy Cross Med. Ctr.	Providence St. Joseph Med. Cntr.	San Gabriel Valley Medical Center	Verdugo Hills Hospital	TOTAL
Alhambra	814	2	1	1		550			97			73	10	8			911		2,467
Arcadia					2	1		1	86	11	1	1	1,845				85		2,033
Burbank	1		7	1			33	14	1			38			21	3,282			3,398
Glendale			84				3,715	2,417	73	2	4	138			2	374		591	7,400
Monrovia				1	25				51	30		1	426						534
Montebello		2				2						2		1					7
Monterey Park	17	57				940			1			90		364			60		1,529
Pasadena	12		3	4	1		550	16	6,903			14	852			2	149	487	8,993
San Gabriel	26					71	1	1	73			14	40	1			1,039		1,266
San Marino	3					2			149				28				136		318
Sierra Madre									70				308				12		390
South Pasadena	130					2	7	2	438			2	3				28	7	619
TOTAL	1,003	61	95	7	28	1,568	4,306	2,451	7,942	43	5	373	3,512	374	23	3,658	2,420	1,085	28,954



ALHAMBRA FIRE DEPARTMENT



There were 4,717 incidents in Alhambra during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Alhambra for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 115 type codes listed below, the three most frequent incident types were Fire Alarm (44.5% of Fire incidents), Fall - Minor (10.8% of Medical incidents), and Shortness of Breath (10.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	12	2.2%
Appliance Fire - Major	11	2.0%
Appliance Fire - Minor	2	<1.0%
Arson Investigation	1	<1.0%
Carbon Monoxide Alarm	3	<1.0%
Electrical Fire	15	2.8%
Electrical Vault Fire	3	<1.0%
Explosives/BombThreat/Scare	3	<1.0%
Fire Alarm	242	44.5%
Fire Alarm - Full Assignment	3	<1.0%
Fire Alarm Reset	7	1.3%
Fire Now Out	19	3.5%
Garage Fire	4	<1.0%
House Fire	18	3.3%
Illegal Burning	16	2.9%
Misc Outside Fire	11	2.0%
Misc Outside Fire on the Fwy	3	<1.0%
Refuse Fire	34	6.3%
Smoke in a Structure	17	3.1%
Smoke in the Area	25	4.6%
Structure Fire	17	3.1%
Transformer/Street Light Fire	7	1.3%
Unknown Type Fire	5	<1.0%
Vegetation Fire	14	2.6%
Vegetation Fire on the Freeway	2	<1.0%
Vehicle Fire	35	6.4%
Vehicle Fire in a Structure	1	<1.0%
Vehicle Fire on the Freeway	14	2.6%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	1	<1.0%
Emer Medical Svc on the Fwy	14	<1.0%
EMS Call - No Details	28	<1.0%
Exposure - Heat or Cold	4	<1.0%
Eye Injury	8	<1.0%
Fall - Major	8	<1.0%
Fall - Minor	421	10.8%
G.I. Bleed	35	<1.0%
Gunshot Wound	3	<1.0%
Head Pain	23	<1.0%
Heart Problem	67	1.7%
Ingestion-Poisoning-Inhalation	35	<1.0%
Injury TC with Fuel Spill	2	<1.0%
Investigate the Welfare	4	<1.0%
Medical Alarm	54	1.4%
Minor Trauma	139	3.6%
Misc Medical	272	7.0%
Misc Response for 1 RA	1	<1.0%
Nosebleed Non-Traumatic	21	<1.0%
Obstetrics/Gynecological	20	<1.0%
Overdose	56	1.4%
Person Choking	19	<1.0%
Person Dizzy	83	2.1%
Person Down	74	1.9%
Person Hanging	1	<1.0%
Person in Seizure	191	4.9%
Person Not Breathing	77	2.0%
Person Sick	86	2.2%
Person Stabbed	12	<1.0%
Person Unconscious/Unresponsive	262	6.7%
Psychiatric	57	1.5%
Rescue	2	<1.0%
Severe Trauma	4	<1.0%
Shortness of Breath	401	10.3%
STEMI Hospital Transport	4	<1.0%
Syncope/Fainted Now Conscious	100	2.6%
TC-Rescue on the Freeway	20	<1.0%
Traffic Collision	237	6.1%
Traffic Collision - Rescue	20	<1.0%
Traffic Collision on the Fwy	97	2.5%
Traffic Collision w/ Motorcycle	9	<1.0%
Traffic Collision w/ Pedestrian	61	1.6%
Traffic Collision w/Bicycle	12	<1.0%
Unknown Medical	36	<1.0%
Vehicle Into a Structure	6	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	13	4.5%
Arcing Wires	5	1.7%
Bee Investigation	4	1.4%
Biohazard Investigation	3	1.0%
Broken Gas Main	7	2.4%
Broken Water Main	4	1.4%
Chemical Outside	8	2.8%
Damage Investigation	4	1.4%
Elevator Rescue	19	6.6%
Flowing/Gushing/Sheared Hydrant	12	4.2%
Fuel Spill	8	2.8%
Hazardous Materials Response	1	<1.0%
Investigate a Hazardous Condition	36	12.6%
Investigate Overcrowding	5	1.7%
Major Flooded Condition	8	2.8%
Malfunction	5	1.7%
Minor Flooding	14	4.9%
Misc Odor Investigation	15	5.2%
Misc Response for 1 Engine	1	<1.0%
Misc Response for a Truck	1	<1.0%
Odor of Natural Gas Inside	7	2.4%
Odor of Natural Gas Outside	20	7.0%
One Story Roof Check	2	<1.0%
PD Assist/Stand-By	15	5.2%
Person Locked In/Locked Out	41	14.3%
Public Assist	14	4.9%
Roof Check 2 Stories & Above	4	1.4%
Wires Down	10	3.5%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	91	2.3%
Allergic Reaction	17	<1.0%
Altered Level of Consciousness	96	2.5%
Animal/Human/Stings	16	<1.0%
Assault Victim	103	2.6%
Assist the Invalid	53	1.4%
Back Pain	43	1.1%
Burn Injury	4	<1.0%
Chest Pains - Heart Attack	237	6.1%
CVA-Neurologic	81	2.1%
Diabetic Problem	61	1.6%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1
Special Event	1
Transfer to CHP	1



Alhambra Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	70	58	42	39	50	52	43	33	48	29	44	43	551	11.7%
MEDICAL	307	342	326	305	325	324	347	311	350	315	288	347	3,887	82.2%
SERVICE	24	40	22	20	24	25	21	18	21	17	20	26	278	5.9%
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.0%
OVS*	1	0	0	2	5	0	0	0	1	0	2	0	11	0.2%
TOTAL	403	440	390	366	404	401	411	362	420	361	354	416	4,728	

*OVS = Responses Outside the Verdugo System

Responses Per Unit

The Alhambra Fire Department responded to 4,717 incidents within its city borders and an additional 593 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 71	1,657
Engine 72	1,449
Engine 73	940
Engine 74	1,196
Ambulance 71	2,384
Ambulance 74	1,851
Truck 71	710
USR71	6

Out of Jurisdiction Responses

The Alhambra Fire Department responded to incidents outside their jurisdiction 593 times in FY2008-9:

LA City	5	San Gabriel	219
LA County	4	San Marino	26
Glendale	1	South Pasadena	92
Monrovia	3	Other Cities	2
Monterey Park	204	TOTAL	593
Pasadena	37		

Other agencies responded to incidents in Alhambra 522 times during the same time period:

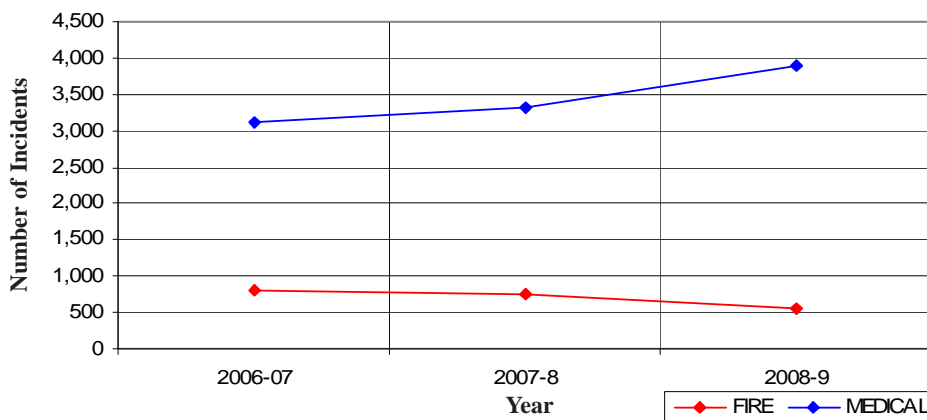
Arcadia	3
Burbank	3
Glendale	3
LA City	1
Monrovia	1
Monterey Park	279
Pasadena	22
San Gabriel	157
San Marino	28
South Pasadena	22
Other*	3
TOTAL	522

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Alhambra Incidents: 3 Fiscal Years

	2006-07	2007-8	2008-9
FIRE	798	748	551
MEDICAL	3,127	3,319	3,887
SERVICE	240	244	278
OTHER	6	0	1
OVS*	61	60	11
TOTAL	4,232	4,371	4,728

Alhambra Fire and Medical Incidents Per Year





ARCADIA FIRE DEPARTMENT



There were 4,142 incidents in Arcadia during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Arcadia for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 109 type codes listed below, the three most frequent incident types were Fire Alarm (70.8% of Fire incidents), Fall - Minor (14.2% of Medical incidents), and Shortness of Breath (10.0% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	<1.0%
Appliance Fire - Major	11	1.4%
Appliance Fire - Minor	1	<1.0%
Carbon Monoxide Alarm	6	<1.0%
Electrical Fire	13	1.7%
Electrical Vault Fire	1	<1.0%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	545	70.8%
Fire Alarm - Full Assignment	3	<1.0%
Fire Alarm Reset	5	<1.0%
Fire Now Out	12	1.6%
Garage Fire	2	<1.0%
House Fire	17	2.2%
Illegal Burning	6	<1.0%
Misc Outside Fire	8	1.0%
Refuse Fire	14	1.8%
Smoke in a Structure	19	2.5%
Smoke in the Area	24	3.1%
Sprinkler System Activated	1	<1.0%
Structure Fire	11	1.4%
Transformer/Street Light Fire	12	1.6%
Unknown Type Fire	1	<1.0%
Vegetation Fire	10	1.3%
Vegetation Fire on the Freeway	3	<1.0%
Vehicle Fire	32	4.2%
Vehicle Fire in a Structure	1	<1.0%
Vehicle Fire on the Freeway	7	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	4	<1.0%
Electrical Shock Injury	1	<1.0%
Emer Medical Svc on the Fwy	8	<1.0%
EMS Call - No Details	22	<1.0%
Exposure - Heat or Cold	3	<1.0%
Eye Injury	4	<1.0%
Fall - Major	12	<1.0%
Fall - Minor	448	14.2%
G.I. Bleed	32	1.0%
Gunshot Wound	5	<1.0%
Head Pain	12	<1.0%
Heart Problem	66	2.1%
Ingestion-Poisoning-Inhalation	24	<1.0%
Investigate the Welfare	1	<1.0%
Medical Alarm	42	1.3%
Minor Trauma	90	2.8%
Misc Medical	212	6.7%
Non-Injury Traffic Collision	3	<1.0%
Nosebleed Non-Traumatic	13	<1.0%
Obstetrics/Gynecological	13	<1.0%
Overdose	26	<1.0%
Person Choking	11	<1.0%
Person Dizzy	67	2.1%
Person Down	79	2.5%
Person Hanging	1	<1.0%
Person in Seizure	103	3.3%
Person Not Breathing	49	1.5%
Person Sick	78	2.5%
Person Stabbed	2	<1.0%
Person Unconscious/Unresponsive	188	5.9%
Psychiatric	22	<1.0%
Rescue	3	<1.0%
Severe Trauma	5	<1.0%
Shortness of Breath	317	10.0%
Syncope/Fainted Now Conscious	84	2.7%
TC-Rescue on the Freeway	19	<1.0%
Traffic Collision	221	7.0%
Traffic Collision - Rescue	20	<1.0%
Traffic Collision on the Fwy	37	1.2%
Traffic Collision w/ Motorcycle	11	<1.0%
Traffic Collision w/ Pedestrian	32	1.0%
Traffic Collision w/Bicycle	12	<1.0%
Unknown Medical	29	<1.0%
Vehicle Into a Structure	5	<1.0%
Person Sick	1	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	7	3.2%
Arcing Wires	7	3.2%
Bee Investigation	6	2.8%
Biohazard Investigation	2	<1.0%
Broken Gas Main	1	<1.0%
Broken Water Main	5	2.3%
Chemical Outside	4	1.9%
Elevator Rescue	13	6.0%
Flowing/Gushing/Sheared Hydrant	3	1.4%
Fuel Spill	16	7.4%
Hazardous Materials Response	5	2.3%
Investigate a Hazardous Condition	17	7.9%
Major Flooded Condition	12	5.6%
Malfunction	2	<1.0%
Minor Flooding	17	7.9%
Misc Odor Investigation	11	5.1%
Misc Response for 1 Engine	3	1.4%
Misc Response for a Truck	1	<1.0%
Odor of Natural Gas Inside	12	5.6%
Odor of Natural Gas Outside	14	6.5%
One Story Roof Check	2	<1.0%
PD Assist/Stand-By	6	2.8%
Person Locked In/Locked Out	13	6.0%
Public Assist	16	7.4%
Wires Down	21	9.7%

MEDICAL

Abdominal Pain	91	2.9%
Allergic Reaction	17	<1.0%
Altered Level of Consciousness	101	3.2%
Animal/Human/Stings	7	<1.0%
Assault Victim	59	1.9%
Assist the Invalid	99	3.1%
Back Pain	36	1.1%
Burn Injury	1	<1.0%
Chest Pains - Heart Attack	186	5.9%
CVA-Neurologic	70	2.2%
Diabetic Problem	58	1.8%

OTHER

INCIDENT TYPE	# INCIDENTS
Special Event	1



Arcadia Incidents by Month and Category

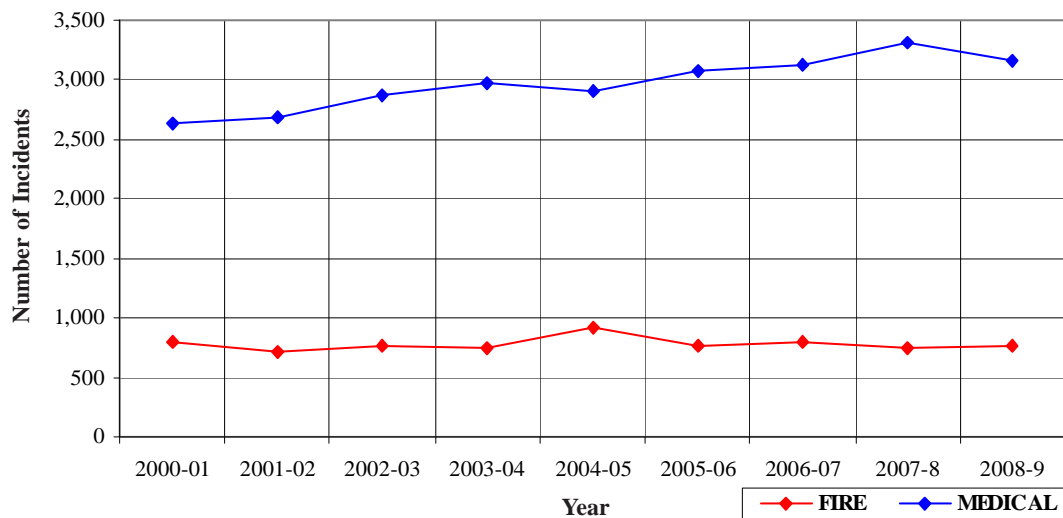
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	73	71	73	71	65	60	56	54	45	65	53	76	762	18.2%
MEDICAL	255	262	269	268	230	281	263	237	285	267	270	267	3,154	75.4%
SERVICE	18	17	19	25	15	24	20	14	13	14	14	30	223	5.3%
OTHER	0	0	1	1	0	0	1	0	0	0	0	0	3	0.1%
OVS*	5	0	4	6	11	1	0	4	3	2	3	2	41	1.0%
TOTAL	351	350	366	371	321	366	340	309	346	348	340	375	4,183	

Arcadia Incidents: 9 Fiscal Years

	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-8	2008-9
FIRE	796	713	761	743	914	773	798	748	762
MEDICAL	2,633	2,691	2,877	2,968	2,907	3,079	3,127	3,319	3,154
SERVICE	318	244	285	245	267	249	240	244	223
OTHER	3	3	4	5	2	6	6	0	3
OVS*	35	34	46	52	37	49	61	60	41
TOTAL	3,785	3,685	3,973	4,013	4,127	4,156	4,232	4,371	4,183

*OVS = Responses Outside the Verdugo System

Arcadia Fire and Medical Incidents: 9 Fiscal Years



Out of Jurisdiction Responses

The Arcadia Fire Department responded to incidents outside their jurisdiction 367 times in FY2008-9:

Alhambra	3	Pasadena	82
Burbank	2	San Gabriel	5
Glendale	2	San Marino	3
LA City	1	Sierra Madre	11
LA County	37	South Pasadena	1
Monrovia	216	Other Cities	3
Monterey Park	1	TOTAL	367

Other agencies responded to incidents in Arcadia 598 times during the year:

Burbank	5	San Gabriel	3
Glendale	5	San Marino	5
LA County	48	South Pasadena	4
Monrovia	311	Other*	136
Monterey Park	1	TOTAL	598
Pasadena	80		

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Responses Per Unit

The Arcadia Fire Department responded to 4,142 incidents within its city borders and an additional 367 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Air Utility 106	6
Engine 105	1,652
Engine 106	2,079
Engine 107	853
Ambulance 105	1,627
Ambulance 106	1,739
Truck 105	568
USAR 106	6





BURBANK FIRE DEPARTMENT



There were 8,939 incidents in Burbank during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Burbank for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 117 type codes listed below, the three most frequent incident types were Fire Alarm (61.6% of Fire incidents), Fall - Minor (11.8% of Medical incidents), and Shortness of Breath (10.7% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	18	1.3%
Appliance Fire - Major	27	2.0%
Appliance Fire - Minor	2	<1.0%
Brush Fire	6	<1.0%
Carbon Monoxide Alarm	14	1.0%
Electrical Fire	26	1.9%
Emergency Landing at Airport	27	2.0%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	831	61.6%
Fire Alarm - Full Assignment	4	<1.0%
Fire Alarm Reset	18	1.3%
Fire Now Out	26	1.9%
Garage Fire	4	<1.0%
House Fire	23	1.7%
Illegal Burning	18	1.3%
Misc Outside Fire	24	1.8%
Misc Outside Fire on the Fwy	3	<1.0%
Plane Accident, Down or Fire	1	<1.0%
Refuse Fire	36	2.7%
Smoke in a Structure	30	2.2%
Smoke in the Area	62	4.6%
Sprinkler System Activated	2	<1.0%
Structure Fire	29	2.2%
Transformer/Street Light Fire	5	<1.0%
Unknown Type Fire	2	<1.0%
Vegetation Fire	9	<1.0%
Vegetation Fire on the Fwy	8	<1.0%
Vehicle Fire	67	5.0%
Vehicle Fire in a Structure	5	<1.0%
Vehicle Fire on the Freeway	20	1.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Electrical Shock Injury	2	<1.0%
Emer Medical Svc on the Fwy	19	<1.0%
EMS Call - No Details	55	<1.0%
Exposure - Heat or Cold	5	<1.0%
Eye Injury	7	<1.0%
Fall - Major	28	<1.0%
Fall - Minor	846	11.8%
G.I. Bleed	46	<1.0%
Gunshot Wound	11	<1.0%
Head Pain	48	<1.0%
Heart Problem	178	2.5%
Ingestion-Poisoning-Inhalation	84	1.2%
Injury TC with Fuel Spill	2	<1.0%
Investigate the Welfare	9	<1.0%
Medical Alarm	66	<1.0%
Minor Trauma	306	4.3%
Misc Medical	555	7.8%
Misc Response Engine & RA	3	<1.0%
Mountain Rescue	1	<1.0%
Non-Injury Traffic Collision	3	<1.0%
Nosebleed Non-Traumatic	34	<1.0%
Obstetrics/Gynecological	45	<1.0%
Overdose	82	1.1%
Person Choking	32	<1.0%
Person Dizzy	180	2.5%
Person Down	133	1.9%
Person Hanging	1	<1.0%
Person in Seizure	266	3.7%
Person Not Breathing	113	1.6%
Person Sick	171	2.4%
Person Stabbed	5	<1.0%
Person Unconscious/Unresponsive	383	5.4%
Psychiatric	76	1.1%
Rescue	6	<1.0%
Severe Trauma	12	<1.0%
Shortness of Breath	767	10.7%
Syncope/Fainted Now Conscious	160	2.2%
TC-Rescue on the Freeway	34	<1.0%
Traffic Collision	320	4.5%
Traffic Collision - Rescue	36	<1.0%
Traffic Collision on the Fwy	125	1.7%
Traffic Collision w/ Motorcycle	30	<1.0%
Traffic Collision w/ Pedestrian	70	1.0%
Traffic Collision w/ Train	1	<1.0%
Traffic Collision w/Bicycle	23	<1.0%
Unknown Medical	84	1.2%
Vehicle Into a Structure	8	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	4	<1.0%
Animal Rescue/Assist	9	2.0%
Arcing Wires	4	<1.0%
Bee Investigation	2	<1.0%
Biohazard Investigation	16	3.6%
Broken Gas Main	7	1.6%
Broken Water Main	15	3.3%
Chemical Outside	23	5.1%
Elevator Rescue	60	13.3%
Flowing/Gushing/Sheared Hydrant	12	2.7%
Fuel Spill	56	12.4%
Hazardous Materials Response	3	<1.0%
Investigate a Hazardous Condition	39	8.7%
Investigate Overcrowding	2	<1.0%
Major Flooded Condition	13	2.9%
Malfunction	20	4.4%
Minor Flooding	21	4.7%
Misc Odor Investigation	36	8.0%
Misc Response for 1 Engine	2	<1.0%
Misc Response for a Truck	1	<1.0%
Odor of Natural Gas Inside	21	4.7%
Odor of Natural Gas Outside	31	6.9%
One Story Roof Check	2	<1.0%
PD Assist/Stand-By	2	<1.0%
Person Locked In/Locked Out	11	2.4%
Public Assist	20	4.4%
Roof Check 2 Stories & Above	1	<1.0%
Wires Down	17	3.8%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	206	2.9%
Allergic Reaction	58	<1.0%
Altered Level of Consciousness	217	3.0%
Animal/Human/Stings	11	<1.0%
Assault Victim	85	1.2%
Assist the Invalid	128	1.8%
Back Pain	102	1.4%
Burn Injury	7	<1.0%
Chest Pains - Heart Attack	589	8.2%
CVA-Neurologic	148	2.1%
Diabetic Problem	123	1.7%
Drowning/Diving Incident	1	<1.0%



Burbank Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	133	111	95	111	148	133	113	101	89	101	94	119	1,348	14.8%
MEDICAL	569	598	556	622	532	668	583	529	649	601	603	626	7,136	78.5%
SERVICE	33	48	39	38	43	34	48	31	34	43	33	28	452	5.0%
OTHER	1	0	0	0	0	1	0	0	0	1	0	0	3	0.0%
OVS*	20	21	7	13	19	5	9	12	8	10	10	14	148	1.6%
TOTAL	756	778	697	784	742	841	753	673	780	756	740	787	9,087	

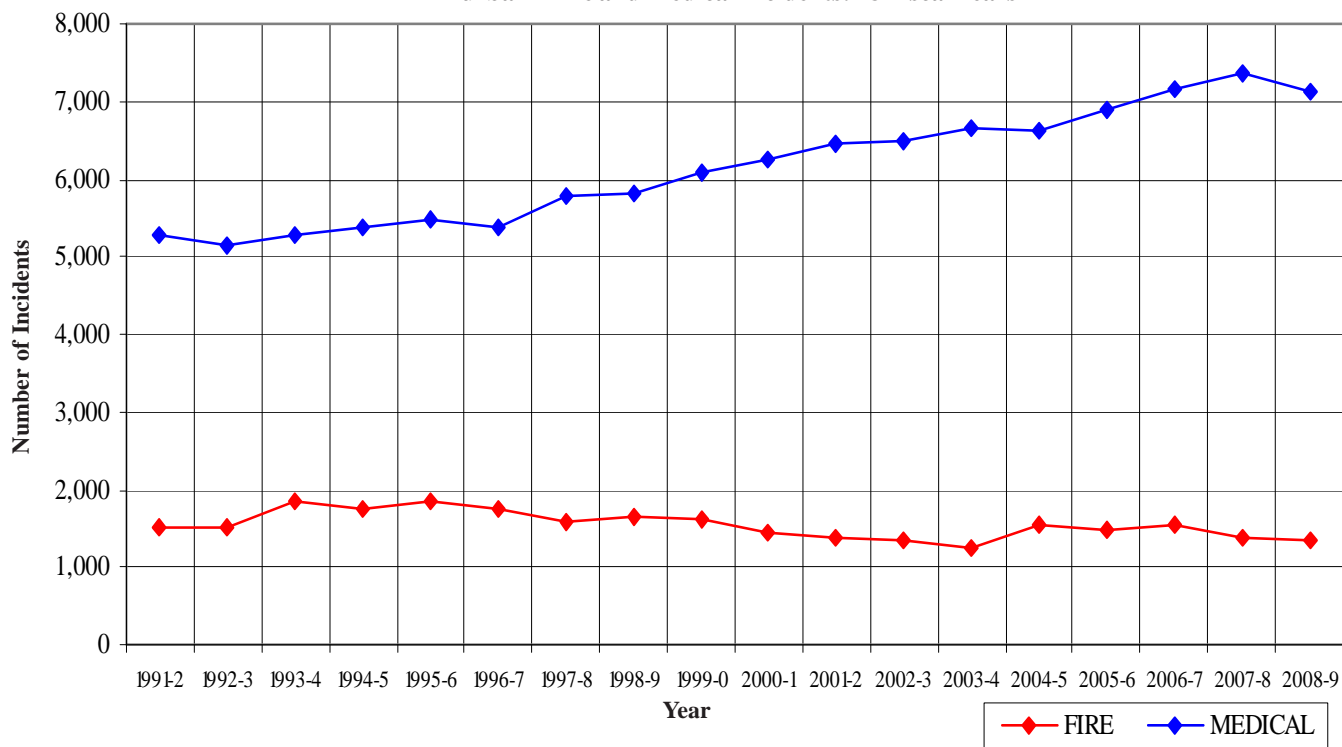
Burbank Incidents: 18 Fiscal Year History

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-00
FIRE	1,519	1,501	1,849	1,739	1,858	1,756	1,581	1,642	1,621
MEDICAL	5,289	5,129	5,276	5,368	5,490	5,378	5,775	5,812	6,075
SERVICE	676	643	775	652	619	648	598	687	655
OTHER	9	40	32	53	33	4	5	6	13
OVS*	0	0	0	0	7	17	25	21	31
TOTAL	7,493	7,313	7,932	7,812	8,007	7,803	7,984	8,168	8,395

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	1,457	1,365	1,349	1,253	1,532	1,478	1,554	1,392	1,348
MEDICAL	6,262	6,444	6,497	6,651	6,612	6,893	7,146	7,350	7,136
SERVICE	631	557	548	452	552	504	529	485	452
OTHER	9	21	14	8	9	4	13	6	3
OVS*	36	34	50	56	52	66	141	152	148
TOTAL	8,395	8,421	8,458	8,420	8,757	8,945	9,383	9,385	9,087

*OVS = Responses Outside the Verdugo System

Burbank Fire and Medical Incidents: 18 Fiscal Years



Out of Jurisdiction Responses

The Burbank Fire Department responded to incidents outside their jurisdiction 433 times in FY2008-9:



Alhambra	3
Arcadia	5
Glendale	249
LA City	106
LA County	21
Monrovia	2
Monterey Park	2
Pasadena	22
South Pasadena	2
Other Cities	21
TOTAL	433

Other agencies responded to incidents in Burbank 424 times during the year:

Arcadia	2
Glendale	316
LA City	23
Pasadena	4
San Gabriel	1
Other*	78
TOTAL	424

*These responses are usually by private ambulances but may also refer to helicopters, private company fire engines, or airport crash-related vehicles.



Responses Per Unit

The Burbank Fire Department responded to 8,939 incidents within its city borders and an additional 433 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Total Responses</u>
Engine 11	2,586
Engine 12	1,388
Engine 13	1,622
Engine 14	1,371
Engine 15	1,872
Engine 16	810
Hazmat 12	36
Ambulance 11	2,627
Ambulance 13	2,342
Ambulance 15	2,749
Truck 11	724
Truck 12	499
Water Tender 16	4





GLENDALE FIRE DEPARTMENT



There were 14,923 incidents in Glendale during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Glendale for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 124 type codes listed below, the three most frequent incident types were Fire Alarm (53.9% of Fire incidents), Shortness of Breath (12.4% of Medical incidents), and Fall - Minor (10.1% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	37	2.4%
Appliance Fire - Major	21	1.4%
Appliance Fire - Minor	1	<1.0%
Arson Investigation	1	<1.0%
Brush Fire	12	<1.0%
Carbon Monoxide Alarm	8	<1.0%
Electrical Fire	27	1.8%
Electrical Vault Fire	1	<1.0%
Fire Alarm	827	53.9%
Fire Alarm - Full Assignment	10	<1.0%
Fire Alarm Reset	29	1.9%
Fire Now Out	43	2.8%
Garage Fire	6	<1.0%
House Fire	37	2.4%
Illegal Burning	49	3.2%
Misc Outside Fire	25	1.6%
Misc Outside Fire on the Fwy	3	<1.0%
Refuse Fire	60	3.9%
Smoke in a Structure	52	3.4%
Smoke in the Area	94	6.1%
Sprinkler System Activated	2	<1.0%
Structure Fire	26	1.7%
Transformer/Street Light Fire	14	<1.0%
Unknown Type Fire	3	<1.0%
Vegetation Fire	16	1.0%
Vegetation Fire on Fwy	7	<1.0%
Vehicle Fire	68	4.4%
Vehicle Fire in a Structure	9	<1.0%
Vehicle Fire on the Freeway	46	3.0%

MEDICAL

Abdominal Pain	464	3.7%
Allergic Reaction	33	<1.0%
Altered Level of Consciousness	299	2.4%
Animal/Human/Stings	38	<1.0%
Assault Victim	189	1.5%
Assist the Invalid	184	1.5%
Back Pain	180	1.4%
Burn Injury	13	<1.0%
Chest Pains - Heart Attack	1,159	9.1%
Collapse/Extrication/Rescue	1	<1.0%
CVA-Neurologic	219	1.7%
Diabetic Problem	170	1.3%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	2	<1.0%
Electrical Shock Injury	1	<1.0%
Emer Medical Svc on the Fwy	25	<1.0%
EMS Call - No Details	60	<1.0%
Exposure - Heat or Cold	4	<1.0%
Eye Injury	17	<1.0%
Fall - Major	30	<1.0%
Fall - Minor	1,280	10.1%
G.I. Bleed	119	<1.0%
Gunshot Wound	4	<1.0%
Head Pain	116	<1.0%
Heart Problem	385	3.0%
Ingestion-Poisoning-Inhalation	102	<1.0%
Injury TC with Fuel Spill	1	<1.0%
Investigate the Welfare	4	<1.0%
Medical Alarm	80	<1.0%
Minor Trauma	367	2.9%
Misc Full Assignment & RA	1	<1.0%
Misc Medical	1,083	8.5%
Misc Response Engine & RA	1	<1.0%
Mountain Rescue	5	<1.0%
Non-Injury Traffic Collision	6	<1.0%
Nosebleed Non-Traumatic	80	<1.0%
Obstetrics/Gynecological	59	<1.0%
Overdose	108	<1.0%
Person Choking	45	<1.0%
Person Dizzy	332	2.6%
Person Down	361	2.8%
Person Hanging	3	<1.0%
Person in Seizure	380	3.0%
Person Not Breathing	220	1.7%
Person Sick	382	3.0%
Person Sick		<1.0%
Person Stabbed	14	<1.0%
Person Threatening to Jump	2	<1.0%
Person Unconscious/Unresponsive	723	5.7%
Psychiatric	169	1.3%
Rescue	11	<1.0%
Severe Trauma	4	<1.0%
Shortness of Breath	1,570	12.4%
STEMI Hospital Transport		<1.0%
Syncope/Fainted Now Conscious	261	2.1%
TC-Rescue on the Freeway	60	<1.0%
Traffic Collision	649	5.1%
Traffic Collision - Rescue	44	<1.0%
Traffic Collision on the Fwy	201	1.6%
Traffic Collision w/ Motorcycle	32	<1.0%
Traffic Collision w/ Pedestrian	119	<1.0%
Traffic Collision w/Bicycle	20	<1.0%
Unknown Medical	166	1.3%
Vehicle Into a Structure	26	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1.0%
Animal Rescue/Assist	22	3.0%
Arcing Wires	5	<1.0%
Bee Investigation	10	1.3%
Biohazard Investigation	16	2.2%
Broken Gas Main	11	1.5%
Broken Water Main	25	3.4%
Chemical Outside	40	5.4%
Damage Investigation	9	1.2%
Elevator Rescue	108	14.6%
Flowing/Gushing/Sheared Hydrant	13	1.8%
Fuel Spill	64	8.6%
Hazardous Materials Response	2	<1.0%
Investigate a Hazardous Condition	70	9.4%
Investigate Overcrowding	4	<1.0%
Major Flooded Condition	28	3.8%
Malfunction	25	3.4%
Minor Flooding	43	5.8%
Misc Odor Investigation	43	5.8%
Misc Response Engine & Truck	1	<1.0%
Misc Response for 1 Engine	4	<1.0%
Misc Response for a Truck	3	<1.0%
Misc Response Full Assignment	2	<1.0%
Odor of Natural Gas Inside	32	4.3%
Odor of Natural Gas Outside	28	3.8%
One Story Roof Check	4	<1.0%
PD Assist/Stand-By	12	1.6%
Person Locked In/Locked Out	55	7.4%
Public Assist	42	5.7%
Roof Check 2 Stories & Above	5	<1.0%
Wires Down	14	1.9%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	2



Glendale Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	126	125	122	165	151	170	142	107	116	98	126	116	1,564	10.1%
MEDICAL	1,066	1,034	1,041	1,117	994	1,112	1,044	961	1,089	1,049	1,118	1,060	12,685	82.0%
SERVICE	46	54	65	69	56	68	57	47	43	51	65	47	668	4.3%
OTHER	1	1	1	0	0	1	0	0	0	1	0	1	6	0.0%
OVS*	59	53	43	59	47	41	29	39	34	48	45	44	541	3.5%
TOTAL	1,298	1,267	1,272	1,410	1,248	1,392	1,272	1,154	1,282	1,247	1,354	1,268	15,464	

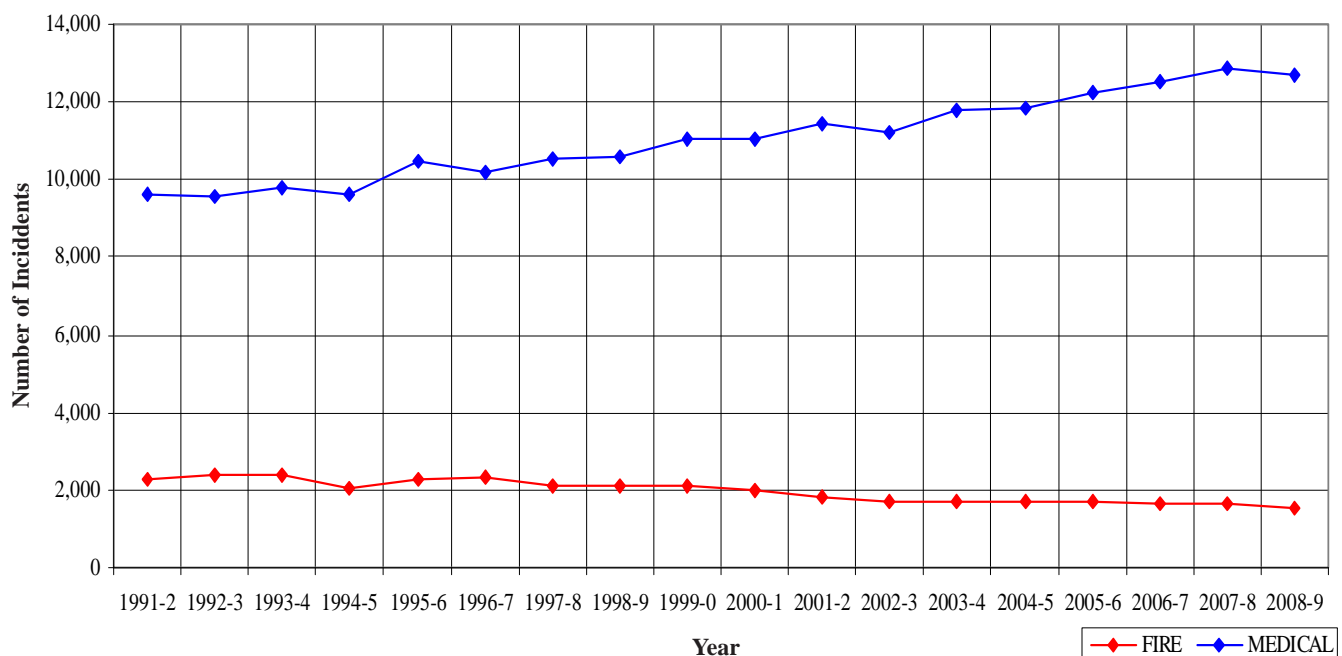
Glendale Incidents: 18 Fiscal Year History

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0
FIRE	2,282	2,368	2,377	2,077	2,304	2,340	2,087	2,089	2,121
MEDICAL	9,619	9,589	9,782	9,644	10,479	10,213	10,544	10,608	11,020
SERVICE	1,000	894	1,217	961	888	998	959	871	926
OTHER	4	10	61	163	28	10	12	23	36
OVS*	0	0	0	0	106	200	171	172	165
TOTAL	12,905	12,861	13,437	12,845	13,805	13,761	13,773	13,763	14,268

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	1,968	1,799	1,700	1,701	1,733	1,702	1,649	1,668	1,564
MEDICAL	11,062	11,442	11,235	11,795	11,850	12,261	12,522	12,862	12,685
SERVICE	921	991	932	770	1,024	789	718	706	668
OTHER	30	46	64	28	26	7	17	17	6
OVS*	154	155	190	180	204	211	415	476	541
TOTAL	14,135	14,433	14,121	14,474	14,837	14,970	15,321	15,729	15,464

*OVS = Responses Outside the Verdugo System

Glendale Fire and Medical Incidents: 18 Fiscal Years



Out of Jurisdiction Responses

The Glendale Fire Department responded to incidents outside their jurisdiction 939 times in FY 2008-9:

Alhambra	3
Arcadia	5
Burbank	316
LA City	419
LA County	102
Monrovia	5
Monterey Park	2
Pasadena	64
South Pasadena	3
Other Cities	20
TOTAL	939

Other agencies responded to incidents in Glendale 424 times during the year:

Alhambra	1
Arcadia	2
Burbank	249
LA City	46
LA County	62
Pasadena	51
San Gabriel	1
San Marino	1
South Pasadena	2
Other*	9
TOTAL	424

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Responses Per Unit

The Glendale Fire Department responded to 14,923 incidents within its city borders and an additional 939 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>	<u>Unit ID</u>	<u>Responses</u>
Air Utility 28	22	Ambulance 21	3,358
Engine 21	3,173	Ambulance 22	2,358
Engine 22	2,320	Ambulance 25	3,343
Engine 23	275	Ambulance 26	3,504
Engine 24	923	Ambulance 29	1,518
Engine 25	2,980	Truck 21	1,077
Engine 26	2,700	Truck 26	924
Engine 27	2,197	Truck 29	278
Engine 28	765	USAR 29	20
Engine 29	1,000	WT21	5
HazMat 24	36	OES WT11	5





MONROVIA FIRE DEPARTMENT



There were 3,132 incidents in Monrovia during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Monrovia for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 104 type codes listed below, the three most frequent incident types were Fire Alarm (61.2% of Fire incidents), Fall - Minor (11.7% of Medical incidents), and Shortness of Breath (10.0% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	2	<1.0%
Appliance Fire - Major	12	2.5%
Carbon Monoxide Alarm	5	1.0%
Electrical Fire	8	1.7%
Fire Alarm	293	61.2%
Fire Alarm - Full Assignment	3	<1.0%
Fire Alarm Reset	4	<1.0%
Fire Now Out	11	2.3%
Garage Fire	2	<1.0%
House Fire	8	1.7%
Illegal Burning	5	1.0%
Misc Outside Fire	7	1.5%
Refuse Fire	9	1.9%
Smoke in a Structure	13	2.7%
Smoke in the Area	25	5.2%
Structure Fire	12	2.5%
Transformer/Street Light Fire	11	2.3%
Unknown Type Fire	5	1.0%
Vegetation Fire	7	1.5%
Vegetation Fire on the Fwy	2	<1.0%
Vehicle Fire	23	4.8%
Vehicle Fire in a Structure	1	<1.0%
Vehicle Fire on the Freeway	11	2.3%



MEDICAL

Abdominal Pain	53	2.1%
Allergic Reaction	14	<1.0%
Altered Level of Consciousness	54	2.2%
Animal/Human/Stings	7	<1.0%
Assault Victim	47	1.9%
Assist the Invalid	58	2.4%
Back Pain	31	1.3%
Burn Injury	3	<1.0%
Chest Pains - Heart Attack	190	7.7%
CVA-Neurologic	50	2.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	49	2.0%
Drowning/Diving Incident	1	<1.0%
Emer Medical Svc on the Fwy	5	<1.0%
EMS Call - No Details	23	<1.0%
Eye Injury	1	<1.0%
Fall - Major	7	<1.0%
Fall - Minor	289	11.7%
G.I. Bleed	12	<1.0%
Gunshot Wound	3	<1.0%
Head Pain	12	<1.0%
Heart Problem	38	1.5%
Ingestion-Poisoning-Inhalation	29	1.2%
Investigate the Welfare	2	<1.0%
Medical Alarm	26	1.1%
Minor Trauma	105	4.3%
Misc Medical	158	6.4%
Mountain Rescue	3	<1.0%
Nosebleed Non-Traumatic	10	<1.0%
Obstetrics/Gynecological	10	<1.0%
Overdose	33	1.3%
Person Choking	18	<1.0%
Person Dizzy	57	2.3%
Person Down	71	2.9%
Person Hanging	1	<1.0%
Person in Seizure	104	4.2%
Person Not Breathing	40	1.6%
Person Sick	53	2.1%
Person Stabbed	1	<1.0%
Person Unconscious/Unresponsive	120	4.9%
Psychiatric	32	1.3%
Rescue	2	<1.0%
Severe Trauma	2	<1.0%
Shortness of Breath	247	10.0%
Syncope/Fainted Now Conscious	52	2.1%
TC-Rescue on the Freeway	17	<1.0%
Traffic Collision	198	8.0%
Traffic Collision - Rescue	10	<1.0%
Traffic Collision on the Fwy	55	2.2%
Traffic Collision w/ Motorcycle	7	<1.0%
Traffic Collision w/ Pedestrian	28	1.1%
Traffic Collision w/Bicycle	3	<1.0%
Trench Rescue	1	<1.0%
Unknown Medical	20	<1.0%
Vehicle Into a Structure	6	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1.0%
Animal Rescue/Assist	2	1.1%
Arcing Wires	4	2.2%
Bee Investigation	3	1.6%
Biohazard Investigation	3	1.6%
Broken Gas Main	4	2.2%
Broken Water Main	4	2.2%
Chemical Outside	8	4.3%
Elevator Rescue	6	3.2%
Flowing/Gushing/Sheared Hydrant	4	2.2%
Fuel Spill	13	7.0%
Hazardous Materials Response	4	2.2%
Investigate a Hazardous Condition	15	8.1%
Major Flooded Condition	8	4.3%
Malfunction	4	2.2%
Minor Flooding	18	9.7%
Misc Odor Investigation	8	4.3%
Misc Response for 1 Engine	3	1.6%
Misc Response for a Truck	4	2.2%
Odor of Natural Gas Inside	6	3.2%
Odor of Natural Gas Outside	11	5.9%
One Story Roof Check	4	2.2%
PD Assist/Stand-By	5	2.7%
Person Locked In/Locked Out	13	7.0%
Public Assist	12	6.5%
Wires Down	19	10.2%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1



Monrovia Incidents by Month and Category

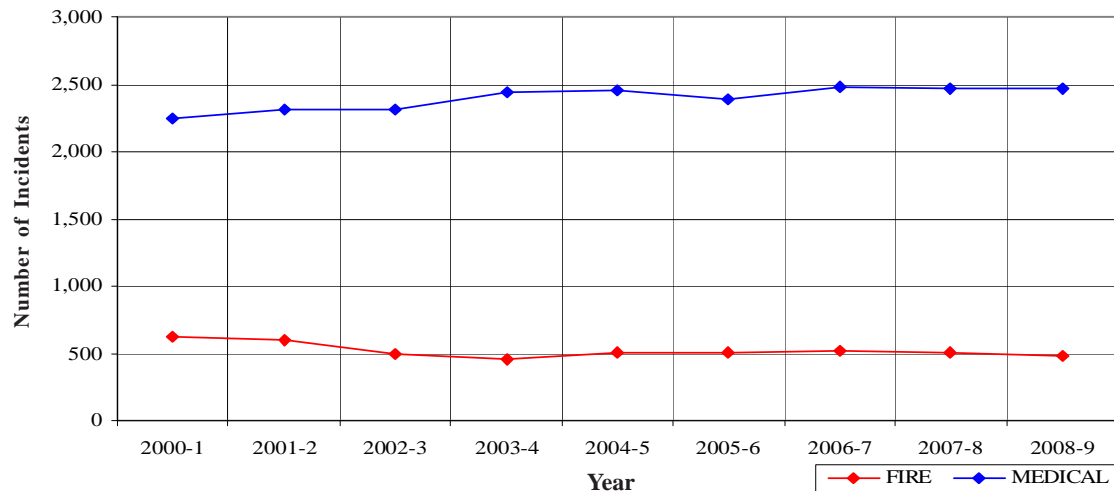
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	24	33	44	45	53	52	50	36	32	29	37	44	479	15.1%
MEDICAL	186	184	181	242	194	189	218	205	224	200	236	208	2,467	77.5%
SERVICE	18	19	22	18	13	17	14	9	13	15	17	11	186	5.8%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	9	4	1	10	7	2	4	1	3	0	5	4	50	1.6%
TOTAL	237	240	248	315	267	260	286	251	272	244	295	267	3,182	

Monrovia Incidents: 9 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	621	597	491	461	504	510	523	501	479
MEDICAL	2,244	2,309	2,314	2,443	2,449	2,384	2,480	2,462	2,467
SERVICE	252	257	265	216	244	238	218	224	186
OTHER	2	4	47	7	0	1	3	1	0
OVS*	28	47	55	56	47	36	49	58	50
TOTAL	3,147	3,214	3,172	3,183	3,244	3,169	3,273	3,246	3,182

*OVS = Responses Outside the Verdugo System

Monrovia Fire and Medical Incidents: 9 Fiscal Years



Out of Jurisdiction Responses

The Monrovia Fire Department responded to incidents outside their jurisdiction 376 times in FY 2008-9:

Alhambra	1
Arcadia	311
LA City	1
LA County	41
Pasadena	4
Sierra Madre	10
Other Cities	8
TOTAL	376

Other fire agencies responded to incidents in Monrovia 289 times during the year, in addition to 2,493 responses by other units:

Alhambra	3
Arcadia	216
Burbank	2
Glendale	5
LA County	42
Pasadena	11
San Gabriel	3
San Marino	4
South Pasadena	3
Other*	2,493
TOTAL	2,782

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses. The high total in Monrovia is due to the use of private ambulances for EMS incidents; a Fire Department Squad and Engine are also dispatched in most instances.

Responses Per Unit

The Monrovia Fire Department responded to 3,132 incidents within its city borders and an additional 376 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 101	2,031
Engine 102	1,599
Squad 101	1,695
Truck 101	472
Water Tender 101	6





MONTEBELLO FIRE DEPARTMENT



Montebello joined the Verdugo System on February 26, 2009. Between February 26 and June 30, Verdugo dispatched 1,515 incidents in Montebello. Each emergency call was assigned a type code by the dispatcher, and each type code in Verdugo's Computer-Aided Dispatch (CAD) system falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Montebello for each type code in these categories during these four months, along with the percent of incidents in that category. Of the 96 type codes listed below, the three most frequent incident types were Fire Alarm (63.7% of Fire incidents), Shortness of Breath (11.9% of Medical incidents), and Fall - Minor (10.0% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	5	2.5%
Appliance Fire - Major	2	1.0%
Appliance Fire - Minor	1	<1.0%
Brush Fire	1	<1.0%
Carbon Monoxide Alarm	1	<1.0%
Electrical Fire	3	1.5%
Electrical Vault Fire	1	<1.0%
Fire Alarm	130	63.7%
Fire Alarm Reset	1	<1.0%
Fire Now Out	1	<1.0%
Garage Fire	3	1.5%
House Fire	5	2.5%
Illegal Burning	1	<1.0%
Misc Outside Fire	4	2.0%
Refuse Fire	7	3.4%
Smoke in a Structure	1	<1.0%
Smoke in the Area	5	2.5%
Structure Fire	6	2.9%
Transformer/Street Light Fire	5	2.5%
Unknown Type Fire	4	2.0%
Vegetation Fire	3	1.5%
Vegetation Fire on the Fwy	2	1.0%
Vehicle Fire	10	4.9%
Vehicle Fire on the Freeway	2	1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
CVA-Neurologic	30	2.4%
Diabetic Problem	23	1.8%
Electrical Shock Injury	1	<1.0%
Emer Medical Svc on the Fwy	5	<1.0%
EMS Call - No Details	6	<1.0%
Eye Injury	1	<1.0%
Fall - Major	4	<1.0%
Fall - Minor	125	10.0%
G.I. Bleed	7	<1.0%
Gunshot Wound	2	<1.0%
Head Pain	10	<1.0%
Heart Problem	20	1.6%
Ingestion-Poisoning-Inhalation	9	<1.0%
Investigate the Welfare	1	<1.0%
Medical Alarm	11	<1.0%
Minor Trauma	48	3.8%
Misc Medical	83	6.7%
Nosebleed Non-Traumatic	3	<1.0%
Obstetrics/Gynecological	7	<1.0%
Overdose	14	1.1%
Person Choking	7	<1.0%
Person Dizzy	23	1.8%
Person Down	30	2.4%
Person Hanging	1	<1.0%
Person in Seizure	76	6.1%
Person Not Breathing	30	2.4%
Person Sick	30	2.4%
Person Stabbed	2	<1.0%
Person Unconscious/Unresponsive	87	7.0%
Psychiatric	10	<1.0%
Rescue	1	<1.0%
Shortness of Breath	149	11.9%
Syncope/Fainted Now Conscious	31	2.5%
TC-Rescue on the Freeway	4	<1.0%
Traffic Collision	77	6.2%
Traffic Collision - Rescue	6	<1.0%
Traffic Collision on the Fwy	13	1.0%
Traffic Collision w/ Motorcycle	6	<1.0%
Traffic Collision w/ Pedestrian	9	<1.0%
Traffic Collision w/Bicycle	4	<1.0%
Unknown Medical	20	1.6%
Vehicle Into a Structure	2	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	2	3.1%
Bee Investigation	1	1.5%
Biohazard Investigation	1	1.5%
Broken Water Main	7	10.8%
Elevator Rescue	2	3.1%
Flowing/Gushing/Sheared Hydrant	5	7.7%
Fuel Spill	4	6.2%
Investigate a Hazardous Condition	4	6.2%
Investigate Overcrowding	1	1.5%
Major Flooded Condition	3	4.6%
Malfunction	1	1.5%
Minor Flooding	6	9.2%
Misc Odor Investigation	3	4.6%
Misc Response for 1 Engine	1	1.5%
Misc Response Full Assignment	1	1.5%
Odor of Natural Gas Inside	3	4.6%
Odor of Natural Gas Outside	2	3.1%
PD Assist/Stand-By	5	7.7%
Person Locked In/Locked Out	3	4.6%
Public Assist	9	13.8%
Roof Check 2 Stories & Above	1	1.5%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	28	2.2%
Allergic Reaction	2	<1.0%
Altered Level of Consciousness	33	2.6%
Animal/Human/Stings	5	<1.0%
Assault Victim	30	2.4%
Assist the Invalid	15	1.2%
Back Pain	11	<1.0%
Burn Injury	4	<1.0%
Chest Pains - Heart Attack	92	7.4%



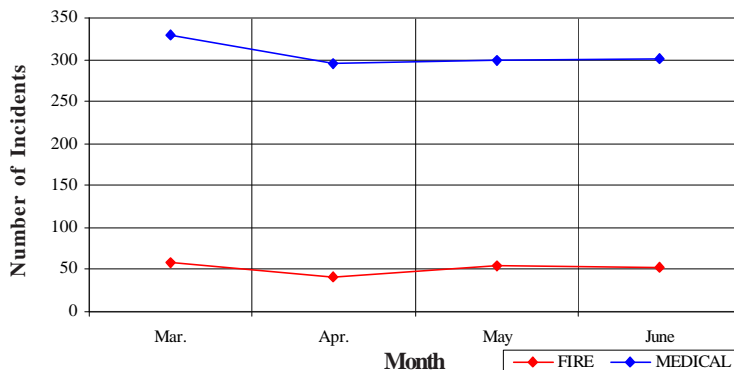
Montebello Fire photos from <http://www.code2high.com>

Montebello Incidents by Month and Category

CATEGORY	Feb.**	Mar.	Apr.	May	June	Total
FIRE	1	58	41	55	53	208
MEDICAL	19	330	296	299	302	1,246
SERVICE	1	17	15	9	19	61
OTHER	0	0	0	0	0	0
OVS*	0	8	5	5	6	24
TOTAL	21	413	357	368	380	1,539

*OVS = Responses Outside the Verdugo System

**Partial month, beginning Feb. 26, 2009

Montebello Fire and Medical Incidents: Four Months**Responses Per Unit**

The Montebello Fire Department responded to 1,515 incidents within its city borders and an additional 84 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 55	781
Engine 56	393
Engine 57	617
Truck 55	293
Truck 56	125
USR55	5

Out of Jurisdiction Responses

The Montebello Fire Department responded to incidents outside their jurisdiction 84 times in FY 2008-9:

LA County	17
Monterey Park	50
Pasadena	2
Other Cities	15
TOTAL	84

Other fire agencies responded to incidents in Montebello 81 times during the year, in addition to 1,283 responses by other units:

LA County	13
Monterey Park	68
Other*	1,283
TOTAL	1,364

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses. The high total in Montebello is due to the use of private ambulances for EMS incidents.





MONTEREY PARK FIRE DEPARTMENT



There were 3,449 incidents in Monterey Park during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Monterey Park for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 106 type codes listed below, the three most frequent incident types were Fire Alarm (50.2% of Fire incidents), Fall - Minor (11.6% of Medical incidents), and Shortness of Breath (11.3% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	13	3.0%
Appliance Fire - Major	6	1.4%
Brush Fire	4	<1.0%
Electrical Fire	9	2.0%
Fire Alarm	221	50.2%
Fire Alarm - Full Assignment	2	<1.0%
Fire Alarm Reset	4	<1.0%
Fire Now Out	10	2.3%
Garage Fire	3	<1.0%
House Fire	13	3.0%
Illegal Burning	10	2.3%
Misc Outside Fire	6	1.4%
Misc Outside Fire on the Fwy	2	<1.0%
Refuse Fire	20	4.5%
Smoke in a Structure	13	3.0%
Smoke in the Area	19	4.3%
Structure Fire	10	2.3%
Transformer/Street Light Fire	4	<1.0%
Unknown Type Fire	3	<1.0%
Vegetation Fire	12	2.7%
Vegetation Fire on the Fwy	5	1.1%
Vehicle Fire	21	4.8%
Vehicle Fire in a Structure	3	<1.0%
Vehicle Fire on the Freeway	27	6.1%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Emer Medical Svc on the Fwy	19	<1.0%
EMS Call - No Details	22	<1.0%
Exposure - Heat or Cold	3	<1.0%
Eye Injury	3	<1.0%
Fall - Major	1	<1.0%
Fall - Minor	331	11.6%
G.I. Bleed	36	1.3%
Gunshot Wound	7	<1.0%
Head Pain	21	<1.0%
Heart Problem	50	1.8%
Ingestion-Poisoning-Inhalation	18	<1.0%
Medical Alarm	37	1.3%
Minor Trauma	108	3.8%
Misc Medical	187	6.6%
Misc Response Engine & RA	1	<1.0%
Nosebleed Non-Traumatic	16	<1.0%
Obstetrics/Gynecological	29	1.0%
Overdose	17	<1.0%
Person Choking	15	<1.0%
Person Dizzy	58	2.0%
Person Down	75	2.6%
Person Hanging	2	<1.0%
Person in Seizure	93	3.3%
Person Not Breathing	73	2.6%
Person Sick	67	2.4%
Person Stabbed	8	<1.0%
Person Unconscious/Unresponsive	197	6.9%
Psychiatric	24	<1.0%
Rescue	3	<1.0%
Severe Trauma	4	<1.0%
Shortness of Breath	321	11.3%
Syncope/Fainted Now Conscious	68	2.4%
TC-Rescue on the Freeway	23	<1.0%
Traffic Collision	138	4.8%
Traffic Collision - Rescue	6	<1.0%
Traffic Collision on the Fwy	88	3.1%
Traffic Collision w/ Motorcycle	4	<1.0%
Traffic Collision w/ Pedestrian	23	<1.0%
Traffic Collision w/Bicycle	12	<1.0%
Unknown Medical	28	1.0%
Vehicle Into a Structure	10	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	3	1.9%
Arcing Wires	2	1.3%
Bee Investigation	1	<1.0%
Biohazard Investigation	4	2.5%
Broken Gas Main	3	1.9%
Broken Water Main	2	1.3%
Chemical Outside	3	1.9%
Damage Investigation	1	<1.0%
Elevator Rescue	10	6.3%
Flowing/Gushing/Sheared Hydrant	4	2.5%
Fuel Spill	7	4.4%
Hazardous Materials Response	2	1.3%
Investigate a Hazardous Condition	4	2.5%
Major Flooded Condition	5	3.1%
Malfunction	5	3.1%
Minor Flooding	10	6.3%
Misc Odor Investigation	13	8.1%
Misc Response for 1 Engine	6	3.8%
Misc Response for a Truck	1	<1.0%
Misc Response Full Assignment	1	<1.0%
Odor of Natural Gas Inside	9	5.6%
Odor of Natural Gas Outside	13	8.1%
One Story Roof Check	1	<1.0%
PD Assist/Stand-By	6	3.8%
Person Locked In/Locked Out	20	12.5%
Public Assist	6	3.8%
Roof Check 2 Stories & Above	4	2.5%
Wires Down	14	8.8%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	80	2.8%
Allergic Reaction	10	<1.0%
Altered Level of Consciousness	78	2.7%
Animal/Human/Stings	9	<1.0%
Assault Victim	58	2.0%
Assist the Invalid	76	2.7%
Back Pain	20	<1.0%
Burn Injury	3	<1.0%
Chest Pains - Heart Attack	171	6.0%
CVA-Neurologic	57	2.0%
Diabetic Problem	43	1.5%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1
Special Event	1



Monterey Park Incidents by Month and Category

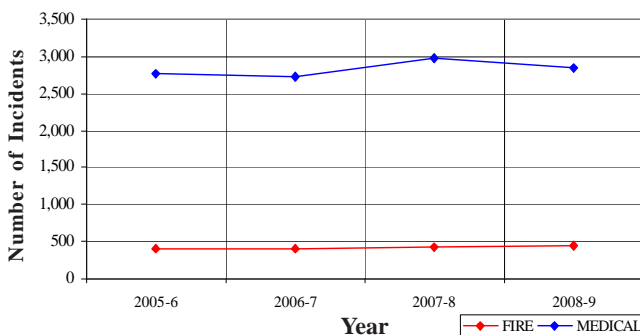
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	32	32	25	38	47	41	50	28	46	32	37	32	440	12.3%
MEDICAL	203	244	247	233	217	237	242	225	274	224	258	243	2,847	79.5%
SERVICE	10	17	18	22	10	15	17	12	10	12	11	7	161	4.5%
OTHER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0%
OVS*	19	14	9	15	12	12	15	15	2	3	6	9	131	3.7%
TOTAL	264	307	299	308	286	305	325	280	332	271	312	291	3,580	

*OVS = Responses Outside the Verdugo System

Monterey Park Incidents: 4 Fiscal Year History

	2005-6	2006-7	2007-8	2008-9
FIRE	413	400	425	440
MEDICAL	2,767	2,722	2,969	2,847
SERVICE	187	188	185	161
OTHER	2	1	1	1
OVS*	259	207	161	131
TOTAL	3,628	3,518	3,741	3,580

Monterey Park Fire and Medical Incidents: 4 Fiscal Years



Responses Per Unit

The Monterey Park Fire Department responded to 3,449 incidents within its city borders and an additional 580 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 61	1,728
Engine 62	1,256
Engine 63	1,060
Ambulance 61	1,743
Ambulance 62	1,403
Truck 61	524

Out of Jurisdiction Responses

The Monterey Park Fire Department responded to incidents outside their jurisdiction 580 times during FY2008-9:

Alhambra	279	San Gabriel	87
Arcadia	1	San Marino	2
LA City	1	South Pasadena	8
LA County	80	Other Cities	50
Montebello	68	TOTAL	580
Pasadena	4		

Other fire agencies responded to incidents in Monterey Park 435 times during the same time period.

Alhambra	204	Pasadena	17
Arcadia	1	San Gabriel	28
Burbank	2	San Marino	1
Glendale	2	South Pasadena	4
LA County	69	Other*	57
Montebello	50	TOTAL	435

*These responses are sometimes by private ambulances but may also refer to helicopters or other specialized units or responses.





PASADENA FIRE DEPARTMENT



There were 15,403 incidents in Pasadena during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Pasadena for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 126 type codes listed below, the three most frequent incident types were Fire Alarm (73.3% of Fire incidents), Shortness of Breath (10.5% of Medical incidents), and Fall - Minor (10.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	31	1.1%
Appliance Fire - Major	32	1.1%
Appliance Fire - Minor	2	<1.0%
Arson Investigation	2	<1.0%
Brush Fire	10	<1.0%
Carbon Monoxide Alarm	23	<1.0%
Electrical Fire	32	1.1%
Electrical Vault Fire	3	<1.0%
Fire Alarm	2,072	73.3%
Fire Alarm - Full Assignment	11	<1.0%
Fire Alarm Reset	49	1.7%
Fire Now Out	31	1.1%
Garage Fire	7	<1.0%
House Fire	50	1.8%
Illegal Burning	45	1.6%
Misc Outside Fire	28	1.0%
Misc Outside Fire on the Fwy	2	<1.0%
Plane Accident, Down or Fire	2	<1.0%
Refuse Fire	42	1.5%
Smoke in a Structure	59	2.1%
Smoke in the Area	71	2.5%
Sprinkler System Activated	4	<1.0%
Structure Fire	39	1.4%
Transformer/Street Light Fire	10	<1.0%
Unknown Type Fire	5	<1.0%
Vegetation Fire	25	<1.0%
Vegetation Fire on the Fwy	9	<1.0%
Vehicle Fire	85	3.0%
Vehicle Fire in a Structure	4	<1.0%
Vehicle Fire on the Freeway	40	1.4%

MEDICAL

Abdominal Pain	399	3.3%
Allergic Reaction	92	<1.0%
Altered Level of Consciousness	268	2.2%
Animal/Human/Stings	37	<1.0%
Assault Victim	288	2.4%
Assist the Invalid	165	1.4%
Back Pain	112	<1.0%
Burn Injury	11	<1.0%
Chest Pains - Heart Attack	849	7.1%
CVA-Neurologic	212	1.8%
Diabetic Problem	224	1.9%
Drowning/Diving Incident	2	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Electrical Shock Injury	5	<1.0%
Emer Medical Svc on the Fwy	31	<1.0%
EMS Call - No Details	66	<1.0%
Explosion Seen or Heard	1	<1.0%
Exposure - Heat or Cold	14	<1.0%
Eye Injury	14	<1.0%
Fall - Major	34	<1.0%
Fall - Minor	1,221	10.2%
G.I. Bleed	128	1.1%
Gunshot Wound	19	<1.0%
Head Pain	65	<1.0%
Heart Problem	239	2.0%
Ingestion-Poisoning-Inhalation	173	1.4%
Injury TC with Fuel Spill	3	<1.0%
Investigate the Welfare	7	<1.0%
Medical Alarm	90	<1.0%
Minor Trauma	505	4.2%
Misc Medical	872	7.3%
Misc Response Engine & RA	2	<1.0%
Mountain Rescue	6	<1.0%
Non-Injury Traffic Collision	10	<1.0%
Nosebleed Non-Traumatic	39	<1.0%
Obstetrics/Gynecological	88	<1.0%
Overdose	145	1.2%
Person Choking	31	<1.0%
Person Dizzy	249	2.1%
Person Down	487	4.1%
Person Hanging	4	<1.0%
Person in Seizure	568	4.8%
Person Not Breathing	176	1.5%
Person Sick	237	2.0%
Person Stabbed	19	<1.0%
Person Threatening to Jump	3	<1.0%
Person Unconscious/Unresponsive	651	5.5%
Psychiatric	188	1.6%
Rescue	10	<1.0%
Severe Trauma	7	<1.0%
Shortness of Breath	1,248	10.5%
STEMI Hospital Transport	1	<1.0%
Syncope/Fainted Now Conscious	275	2.3%
TC-Rescue on the Freeway	58	<1.0%
Traffic Collision	645	5.4%
Traffic Collision - Rescue	75	<1.0%
Traffic Collision on the Fwy	229	1.9%
Traffic Collision w/ Motorcycle	35	<1.0%
Traffic Collision w/ Pedestrian	136	1.1%
Traffic Collision w/Bicycle	47	<1.0%
Unknown Medical	110	<1.0%
Vehicle Into a Structure	13	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Abandoned Refrigerator	1	<1.0%
Animal Rescue/Assist	7	1.1%
Arcing Wires	2	<1.0%
Bee Investigation	6	<1.0%
Bio-Chemical Threat	1	<1.0%
Biohazard Investigation	20	3.1%
Broken Gas Main	11	1.7%
Broken Water Main	10	1.5%
Chemical Outside	28	4.3%
Damage Investigation	4	<1.0%
Elevator Rescue	88	13.6%
Flowing/Gushing/Sheared Hydrant	28	4.3%
Fuel Spill	23	3.6%
Hazardous Materials Response	7	1.1%
Investigate a Hazardous Condition	51	7.9%
Investigate Overcrowding	4	<1.0%
Major Flooded Condition	22	3.4%
Malfunction	23	3.6%
Minor Flooding	29	4.5%
Misc Odor Investigation	39	6.0%
Misc Response Engine & Truck	2	<1.0%
Misc Response for 1 Engine	11	1.7%
Misc Response for a Truck	4	<1.0%
Misc Response Full Assignment	1	<1.0%
Odor of Natural Gas Inside	39	6.0%
Odor of Natural Gas Outside	46	7.1%
One Story Roof Check	2	<1.0%
PD Assist/Stand-By	15	2.3%
Person Locked In/Locked Out	69	10.7%
Public Assist	37	5.7%
Roof Check 2 Stories & Above	4	<1.0%
Wires Down	12	1.9%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1
Special Event	25
Transfer to Police Dept	1

Pasadena Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	239	214	230	258	253	285	265	228	217	220	192	221	2,822	18.1%
MEDICAL	999	1,010	975	1,005	956	1,043	1,068	895	1,023	984	1,002	946	11,906	76.4%
SERVICE	63	58	49	49	64	51	59	52	46	47	57	46	641	4.1%
OTHER	2	6	5	2	1	6	1	3	2	2	1	3	34	0.2%
OVS*	23	8	16	11	16	15	17	16	14	16	12	10	174	1.1%
TOTAL	1,326	1,296	1,275	1,325	1,290	1,400	1,410	1,194	1,302	1,269	1,264	1,226	15,577	

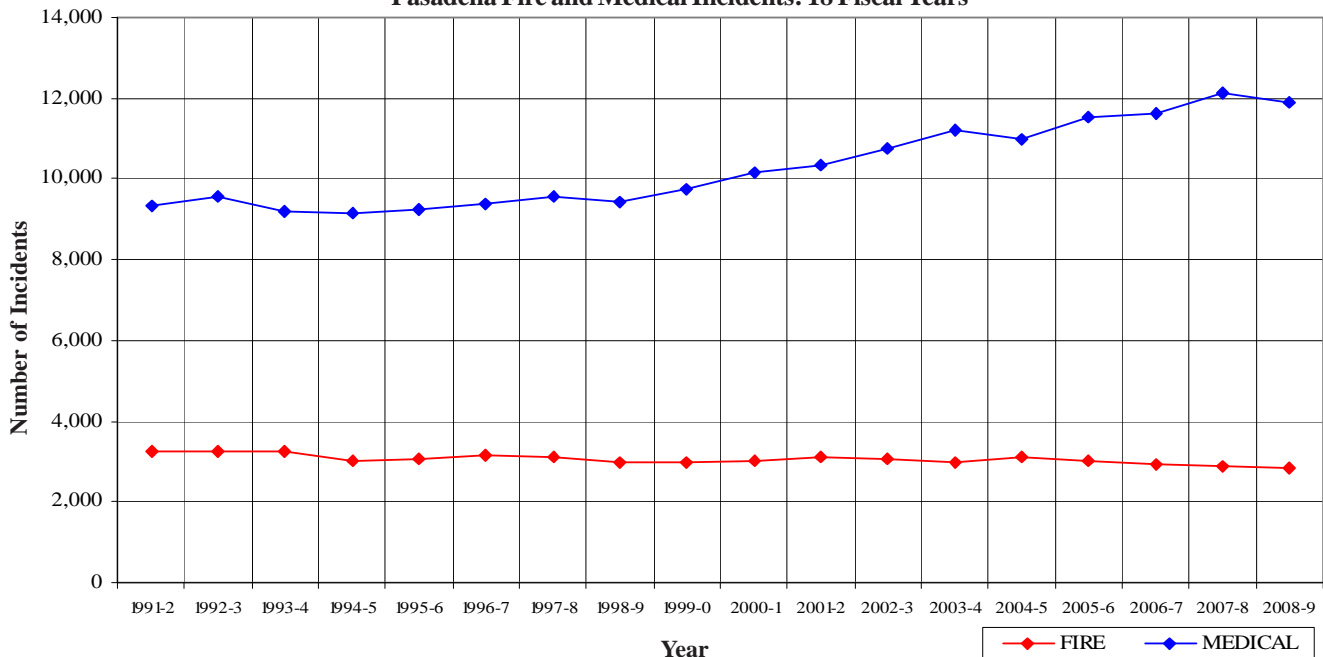
Pasadena Incidents: 18 Fiscal Year History

	1991-2	1992-3	1993-4	1994-5	1995-6	1996-7	1997-8	1998-9	1999-0
FIRE	3,256	3,264	3,253	3,034	3,073	3,146	3,090	2,963	2,962
MEDICAL	9,340	9,569	9,196	9,139	9,254	9,389	9,574	9,417	9,731
SERVICE	770	812	773	833	817	803	759	784	789
OTHER	2	7	31	107	114	66	37	81	96
OVS*	0	0	0	0	40	110	42	67	66
TOTAL	13,368	13,652	13,253	13,113	13,298	13,514	13,502	13,312	13,644

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	3,020	3,105	3,065	2,986	3,099	3,013	2,939	2,870	2,822
MEDICAL	10,136	10,333	10,745	11,194	10,996	11,526	11,623	12,141	11,906
SERVICE	784	786	739	675	915	766	744	840	641
OTHER	56	154	125	92	32	20	39	33	34
OVS*	43	66	97	98	107	103	141	205	174
TOTAL	14,039	14,444	14,771	15,045	15,149	15,428	15,486	16,089	15,577

*OVS = Responses Outside the Verdugo System

Pasadena Fire and Medical Incidents: 18 Fiscal Years



Out of Jurisdiction Responses

The Pasadena Fire Department responded to incidents outside their jurisdiction 484 times in FY 2008-9:

Alhambra	22
Arcadia	80
Burbank	4
Glendale	51
LA City	45
LA County	113
Monrovia	11
Monterey Park	17
San Gabriel	23
San Marino	28
Sierra Madre	5
South Pasadena	69
Other Cities	16
TOTAL	484

Other agencies responded to incidents in Pasadena 639 times during the year:

Alhambra	37
Arcadia	82
Burbank	22
Glendale	64
LA City	15
LA County	39
Monrovia	4
Montebello	2
Monterey Park	4
San Gabriel	2
San Marino	139
Sierra Madre	2
South Pasadena	210
Other*	17
TOTAL	639

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.



Responses Per Unit

The Pasadena Fire Department responded to 15,403 incidents within its city borders and an additional 484 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>	<u>Unit ID</u>	<u>Responses</u>
Engine 31	3,631	Ambulance 31	2,843
Engine 32	1,800	Ambulance 32	2,141
Engine 33	3,207	Ambulance 33	2,992
Engine 34	2,092	Ambulance 34	2,175
Engine 36	3,103	Ambulance 36	2,992
Engine 37	1,407	Truck 31	1,312
Engine 38	697	Truck 32	828
Engine 39	671	USAR 32	18





SAN GABRIEL FIRE DEPARTMENT



There were 2,070 incidents in San Gabriel during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for San Gabriel for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 99 type codes listed below, the three most frequent incident types were Fire Alarm (56.8% of Fire incidents), Shortness of Breath (14.3% of Medical incidents), and Fall - Minor (9.5% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	4	1.6%
Appliance Fire - Major	5	2.0%
Appliance Fire - Minor	1	<1.0%
Carbon Monoxide Alarm	2	<1.0%
Electrical Fire	8	3.2%
Fire Alarm	142	56.8%
Fire Alarm - Full Assignment	1	<1.0%
Fire Alarm Reset	1	<1.0%
Fire Now Out	3	1.2%
Garage Fire	1	<1.0%
House Fire	11	4.4%
Illegal Burning	1	<1.0%
Misc Outside Fire	7	2.8%
Misc Outside Fire on the Fwy	1	<1.0%
Refuse Fire	8	3.2%
Smoke in a Structure	7	2.8%
Smoke in the Area	4	1.6%
Structure Fire	5	2.0%
Train Fire	1	<1.0%
Transformer/Street Light Fire	9	3.6%
Unknown Type Fire	3	1.2%
Vegetation Fire	9	3.6%
Vegetation Fire on the Freeway	2	<1.0%
Vehicle Fire	13	5.2%
Vehicle Fire on the Freeway	1	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Diabetic Problem	38	2.2%
Emer Medical Svc on the Fwy	5	<1.0%
EMS Call - No Details	14	<1.0%
Exposure - Heat or Cold	2	<1.0%
Fall - Major	5	<1.0%
Fall - Minor	164	9.5%
G.I. Bleed	17	1.0%
Gunshot Wound	3	<1.0%
Head Pain	8	<1.0%
Heart Problem	38	2.2%
Ingestion-Poisoning-Inhalation	15	<1.0%
Medical Alarm	23	1.3%
Minor Trauma	53	3.1%
Misc Medical	99	5.7%
Non-Injury Traffic Collision	1	<1.0%
Nosebleed Non-Traumatic	11	<1.0%
Obstetrics/Gynecological	6	<1.0%
Overdose	11	<1.0%
Person Choking	11	<1.0%
Person Dizzy	33	1.9%
Person Down	18	1.0%
Person in Seizure	77	4.5%
Person Not Breathing	39	2.3%
Person Sick	26	1.5%
Person Stabbed	6	<1.0%
Person Unconscious/Unresponsive	148	8.6%
Psychiatric	21	1.2%
Rescue	2	<1.0%
Severe Trauma	1	<1.0%
Shortness of Breath	248	14.3%
STEMI Hospital Transport	11	<1.0%
Syncope/Fainted Now Conscious	41	2.4%
TC-Rescue on the Freeway	3	<1.0%
Traffic Collision	129	7.5%
Traffic Collision - Rescue	13	<1.0%
Traffic Collision on the Fwy	24	1.4%
Traffic Collision w/ Motorcycle	5	<1.0%
Traffic Collision w/ Pedestrian	31	1.8%
Traffic Collision w/Bicycle	6	<1.0%
Unknown Medical	17	1.0%
Vehicle Into a Structure	1	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Bee Investigation	9	9.3%
Biohazard Investigation	2	2.1%
Broken Gas Main	3	3.1%
Broken Water Main	5	5.2%
Chemical Outside	1	1.0%
Damage Investigation	1	1.0%
Elevator Rescue	4	4.1%
Flowing/Gushing/Sheared Hydrant	7	7.2%
Fuel Spill	3	3.1%
Investigate a Hazardous Condition	6	6.2%
Major Flooded Condition	1	1.0%
Malfunction	4	4.1%
Minor Flooding	6	6.2%
Misc Odor Investigation	2	2.1%
Misc Response for 1 Engine	1	1.0%
Odor of Natural Gas Inside	6	6.2%
Odor of Natural Gas Outside	9	9.3%
One Story Roof Check	3	3.1%
PD Assist/Stand-By	4	4.1%
Person Locked In/Locked Out	5	5.2%
Public Assist	6	6.2%
Roof Check 2 Stories & Above	1	1.0%
Wires Down	8	8.2%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	36	2.1%
Allergic Reaction	7	<1.0%
Altered Level of Consciousness	42	2.4%
Animal/Human/Stings	4	<1.0%
Assault Victim	42	2.4%
Assist the Invalid	35	2.0%
Back Pain	16	<1.0%
Burn Injury	2	<1.0%
Chest Pains - Heart Attack	82	4.7%
CVA-Neurologic	39	2.3%



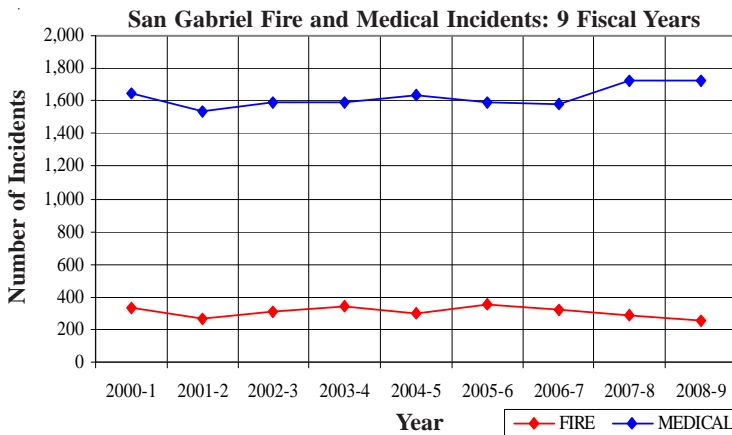
San Gabriel Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	15	17	17	24	30	29	24	16	20	17	14	27	250	11.8%
MEDICAL	129	123	133	150	150	145	164	153	148	154	145	132	1,726	81.2%
SERVICE	8	13	7	6	4	7	7	8	6	9	10	9	94	4.4%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	8	2	3	5	5	14	1	3	3	3	4	4	55	2.6%
TOTAL	160	155	160	185	189	195	196	180	177	183	173	172	2,125	

San Gabriel Incidents: 9 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	327	261	308	346	300	356	317	287	250
MEDICAL	1,646	1,540	1,593	1,594	1,631	1,594	1,582	1,724	1,726
SERVICE	119	132	101	110	136	105	120	117	94
OTHER	3	5	2	7	3	1	1	0	0
OVS*	124	130	109	108	107	86	46	45	55
TOTAL	2,219	2,068	2,113	2,165	2,177	2,142	2,066	2,173	2,125

*OVS = Responses Outside the Verdugo System



Responses Per Unit

The San Gabriel Fire Department responded to 2,070 incidents within its city borders and an additional 264 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Engine 51	1,262
Engine 52	1,103
Ambulance 51	1,628



Out of Jurisdiction Responses

The San Gabriel Fire Department responded to incidents outside their jurisdiction 264 times in FY 2008-9:

Alhambra	157
Arcadia	3
Burbank	1
Glendale	1
LA City	1
LA County	38
Monrovia	3
Monterey Park	28
Pasadena	2
San Marino	22
South Pasadena	2
Other Cities	6
TOTAL	264

Other fire agencies responded to incidents in San Gabriel 499 times during the year:

Alhambra	219
Arcadia	5
LA County	29
Monterey Park	87
Pasadena	23
San Marino	134
South Pasadena	1
Other*	1
TOTAL	499

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.



SAN MARINO FIRE DEPARTMENT



There were 803 incidents in San Marino during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for San Marino for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 82 type codes listed below, the three most frequent incident types were Fire Alarm (74.4% of Fire incidents), Fall - Minor (18.4% of Medical incidents), and Traffic Collision (8.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Appliance Fire - Major	1	<1.0%
Carbon Monoxide Alarm	3	1.9%
Electrical Fire	3	1.9%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	119	74.4%
Fire Alarm Reset	1	<1.0%
Fire Now Out	1	<1.0%
House Fire	4	2.5%
Misc Outside Fire	2	1.3%
Refuse Fire	1	<1.0%
Smoke in a Structure	8	5.0%
Smoke in the Area	5	3.1%
Structure Fire	1	<1.0%
Transformer/Street Light Fire	2	1.3%
Unknown Type Fire	2	1.3%
Vegetation Fire	2	1.3%
Vehicle Fire	4	2.5%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Drowning/Diving Incident	1	<1.0%
EMS Call - No Details	8	1.4%
Exposure - Heat or Cold	1	<1.0%
Eye Injury	2	<1.0%
Fall - Major	3	<1.0%
Fall - Minor	108	18.4%
G.I. Bleed	1	<1.0%
Head Pain	1	<1.0%
Heart Problem	20	3.4%
Ingestion-Poisoning-Inhalation	6	1.0%
Medical Alarm	16	2.7%
Minor Trauma	29	4.9%
Misc Medical	34	5.8%
Nosebleed Non-Traumatic	4	<1.0%
Obstetrics/Gynecological	1	<1.0%
Overdose	2	<1.0%
Person Choking	7	1.2%
Person Dizzy	10	1.7%
Person Down	10	1.7%
Person in Seizure	21	3.6%
Person Not Breathing	10	1.7%
Person Sick	11	1.9%
Person Unconscious/Unresponsive	21	3.6%
Psychiatric	5	<1.0%
Shortness of Breath	39	6.6%
Syncope/Fainted Now Conscious	9	1.5%
Traffic Collision	48	8.2%
Traffic Collision - Rescue	2	<1.0%
Traffic Collision w/ Motorcycle	4	<1.0%
Traffic Collision w/ Pedestrian	6	1.0%
Traffic Collision w/Bicycle	5	<1.0%
Unknown Medical	3	<1.0%
Vehicle Into a Structure	1	<1.0%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	1	1.8%
Arcing Wires	1	1.8%
Bee Investigation	3	5.4%
Broken Gas Main	1	1.8%
Broken Water Main	2	3.6%
Elevator Rescue	3	5.4%
Flowing/Gushing/Sheared Hydrant	3	5.4%
Fuel Spill	2	3.6%
Investigate a Hazardous Condition	3	5.4%
Major Flooded Condition	1	1.8%
Malfunction	5	8.9%
Minor Flooding	8	14.3%
Misc Odor Investigation	4	7.1%
Misc Response for 1 Engine	1	1.8%
Odor of Natural Gas Inside	1	1.8%
Odor of Natural Gas Outside	2	3.6%
PD Assist/Stand-By	3	5.4%
Person Locked In/Locked Out	4	7.1%
Public Assist	5	8.9%
Wires Down	3	5.4%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	21	3.6%
Allergic Reaction	5	<1.0%
Altered Level of Consciousness	12	2.0%
Animal/Human/Stings	3	<1.0%
Assault Victim	3	<1.0%
Assist the Invalid	38	6.5%
Back Pain	7	1.2%
Chest Pains - Heart Attack	28	4.8%
CVA-Neurologic	15	2.6%
Diabetic Problem	7	1.2%

OTHER

INCIDENT TYPE	# INCIDENTS
Fireworks Violation	1
Special Event	1

San Marino Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	15	17	12	16	13	13	18	16	18	15	12	6	171	18.3%
MEDICAL	44	48	63	52	36	39	56	43	45	50	56	45	577	61.8%
SERVICE	7	6	5	5	3	5	4	2	7	5	2	3	54	5.8%
OTHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
OVS*	7	11	3	15	17	12	6	13	12	9	8	18	131	14.0%
TOTAL	74	82	83	88	69	69	84	74	82	79	78	72	934	

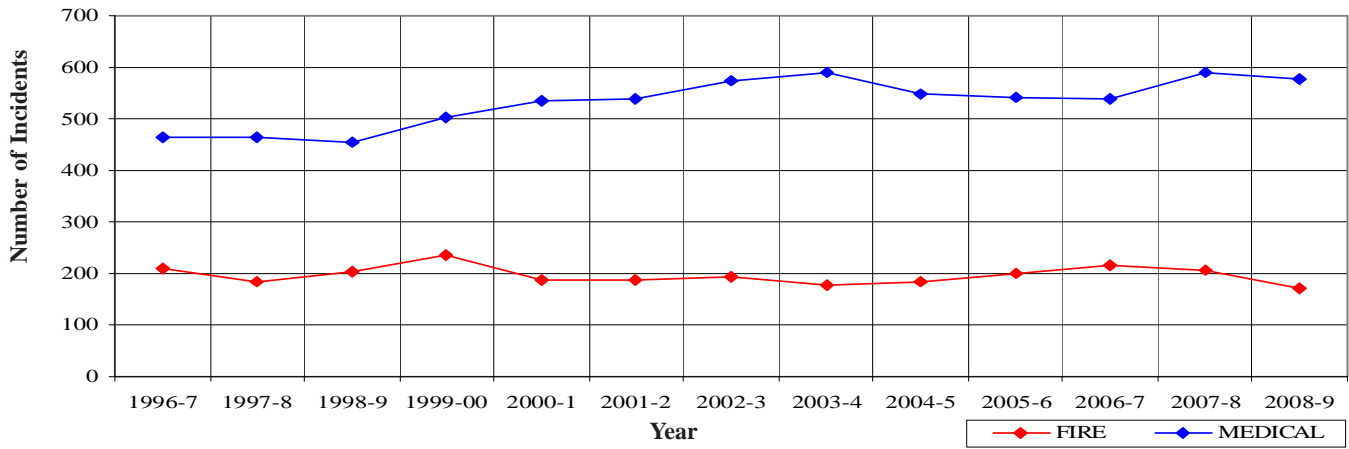
*OVS = Responses Outside the Verdugo System

San Marino Incidents: 13 Fiscal Year History

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	210	184	203	234	186	187	193	177	184	201	217	206	171
MEDICAL	465	465	454	503	537	538	575	589	547	542	540	589	577
SERVICE	111	114	106	116	118	121	97	71	165	73	80	80	54
OTHER	3	1	0	0	1	3	2	7	7	0	1	0	1
OVS*	178	220	224	205	117	116	149	120	126	125	102	141	131
TOTAL	967	984	987	1,058	959	965	1,016	964	1,029	941	940	1,016	934

*OVS = Responses Outside the Verdugo System

San Marino Fire and Medical Incidents: 13 Fiscal Years

Out of Jurisdiction Responses

The San Marino Fire Department responded to incidents outside their jurisdiction 562 times in FY2008-9:

Alhambra	28	Pasadena	139
Arcadia	5	San Gabriel	134
Glendale	1	Sierra Madre	1
LA County	130	South Pasadena	118
Monrovia	4	Other Cities	1
Monterey Park	1	TOTAL	562

Other fire agencies responded to incidents in San Marino 145 times during the year:

Alhambra	26
Arcadia	3
LA County	18
Monterey Park	2
Pasadena	28
San Gabriel	22
South Pasadena	43
Other	3
TOTAL	145

Responses Per Unit

The San Marino Fire Department responded to 803 incidents within its city borders and an additional 562 incidents in other jurisdictions. At least two units are dispatched to most incidents.

<u>Unit ID</u>	<u>Responses</u>
Engine 91	918
Ambulance 91	1,034





SIERRA MADRE FIRE DEPARTMENT



There were 790 incidents in Sierra Madre during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for Sierra Madre for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 86 type codes listed below, the three most frequent incident types were Fall - Minor (16.0% of Medical incidents), Miscellaneous Medical (10.0% of Medical incidents), and Shortness of Breath (8.7% of Medical incidents).

FIRE			MEDICAL (cont.)			SERVICE		
INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS	INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS	INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Apartment House Fire	1	1.0%	CVA-Neurologic	12	2.0%	Animal Rescue/Assist	1	1.2%
Appliance Fire - Major	3	2.9%	Diabetic Problem	4	<1.0%	Arcing Wires	2	2.4%
Electrical Fire	3	2.9%	EMS Call - No Details	3	<1.0%	Bee Investigation	2	2.4%
Explosives/BombThreat/Scare	1	1.0%	Exposure - Heat or Cold	2	<1.0%	Broken Gas Main	1	1.2%
Fire Alarm	44	41.9%	Fall - Major	2	<1.0%	Broken Water Main	3	3.6%
Fire Alarm Reset	1	1.0%	Fall - Minor	96	16.0%	Chemical Outside	2	2.4%
Fire Now Out	6	5.7%	G.I. Bleed	6	1.0%	Flowing/Gushing/Sheared Hydrant	1	1.2%
Garage Fire	1	1.0%	Gunshot Wound	1	<1.0%	Fuel Spill	4	4.8%
House Fire	4	3.8%	Head Pain	3	<1.0%	Investigate a Hazardous Condition	13	15.5%
Illegal Burning	3	2.9%	Heart Problem	8	1.3%	Investigate a Mudslide	5	6.0%
Misc Outside Fire	1	1.0%	Ingestion-Poisoning-Inhalation	3	<1.0%	Major Flooded Condition	2	2.4%
Smoke in a Structure	3	2.9%	Investigate the Welfare	1	<1.0%	Malfunction	2	2.4%
Smoke in the Area	18	17.1%	Medical Alarm	9	1.5%	Minor Flooding	6	7.1%
Sprinkler System Activated	1	1.0%	Minor Trauma	31	5.2%	Misc Odor Investigation	4	4.8%
Structure Fire	2	1.9%	Misc Medical	60	10.0%	Misc Response for 1 Engine	2	2.4%
Transformer/Street Light Fire	6	5.7%	Mountain Rescue	5	<1.0%	Odor of Natural Gas Inside	5	6.0%
Vegetation Fire	4	3.8%	Nosebleed Non-Traumatic	4	<1.0%	Odor of Natural Gas Outside	5	6.0%
Vehicle Fire	3	2.9%	Overdose	3	<1.0%	PD Assist/Stand-By	6	7.1%
			Person Choking	2	<1.0%	Person Locked In/Locked Out	4	4.8%
			Person Dizzy	15	2.5%	Public Assist	8	9.5%
			Person Down	14	2.3%	Wires Down	6	7.1%
			Person in Seizure	24	4.0%			
			Person Not Breathing	7	1.2%			
			Person Sick	15	2.5%			
			Person Stabbed	1	<1.0%			
			Person Threatening to Jump	1	<1.0%			
			Person Unconscious/Unresponsive	18	3.0%			
			Psychiatric	3	<1.0%			
			Rescue	3	<1.0%			
			Severe Trauma	2	<1.0%			
			Shortness of Breath	52	8.7%			
			Syncope/Fainted Now Conscious	24	4.0%			
			Traffic Collision	18	3.0%			
			Traffic Collision - Rescue	1	<1.0%			
			Traffic Collision w/ Pedestrian	3	<1.0%			
			Traffic Collision w/Bicycle	2	<1.0%			
			Unknown Medical	8	1.3%			

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	16	2.7%
Allergic Reaction	8	1.3%
Altered Level of Consciousness	11	1.8%
Animal/Human/Stings	7	1.2%
Assault Victim	11	1.8%
Assist the Invalid	36	6.0%
Back Pain	9	1.5%
Burn Injury	1	<1.0%
Chest Pains - Heart Attack	36	6.0%



Sierra Madre Incidents by Month and Category

CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	9	5	10	9	10	11	5	12	7	9	8	11	106	13.3%
MEDICAL	41	61	60	57	42	57	50	39	45	47	51	50	600	75.3%
SERVICE	8	8	8	8	9	7	4	9	8	4	8	3	84	10.5%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	1	0	0	1	3	0	0	1	0	0	1	0	7	0.9%
TOTAL	59	74	78	75	64	75	59	61	60	60	68	64	797	

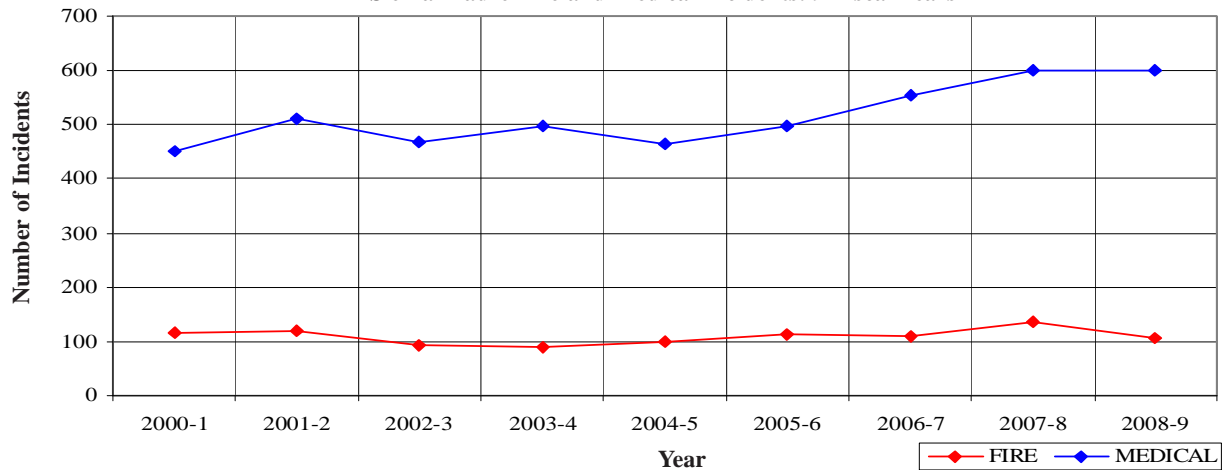
*OVS = Responses Outside the Verdugo System

Sierra Madre Incidents: 9 Fiscal Year History

	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	116	120	92	91	100	114	110	137	106
MEDICAL	452	512	467	497	464	498	553	602	600
SERVICE	107	97	136	70	81	114	95	89	84
OTHER	2	3	4	6	3	2	2	1	0
OVS*	3	14	12	7	3	6	13	20	7
TOTAL	680	746	711	671	651	734	773	849	797

*OVS = Responses Outside the Verdugo System

Sierra Madre Fire and Medical Incidents: 9 Fiscal Years

Out of Jurisdiction Responses

The Sierra Madre Fire Department responded to incidents outside their jurisdiction 10 times in FY 2008-9:

LA City	1
LA County	6
Pasadena	2
Other Cities	1
TOTAL	10

Other agencies responded to incidents in Sierra Madre 41 times during the year.

Arcadia	11
Monrovia	10
LA County	6
Pasadena	5
San Marino	1
Other*	8
TOTAL	41

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Responses Per Unit

The Sierra Madre Fire Department responded to 790 incidents within its city borders and an additional 10 incidents in other jurisdictions. A typical response is one or two units.

<u>Unit ID</u>	<u>Responses</u>
Engine 41	254
Ambulance 41	789
Water Tender 41	2





SOUTH PASADENA FIRE DEPARTMENT



There were 1,519 incidents in South Pasadena during fiscal year 2008-9. When an emergency call comes in, the dispatcher determines and enters the most appropriate and descriptive type code into the Computer Assisted Dispatch (CAD) system. Each type code falls within a category: Fire, Medical, Service, or Other. The table below shows how many incidents were entered into the CAD system for South Pasadena for each type code in these categories during FY2008-9, along with the percent of incidents in that category for the year. Of the 96 type codes listed below, the three most frequent incident types were Fire Alarm (61.1% of Fire incidents), Fall - Minor (11.3% of Medical incidents), and Shortness of Breath (10.2% of Medical incidents).

FIRE

INCIDENT TYPE	# INCIDENTS	% OF FIRE CALLS
Apartment House Fire	3	1.2%
Appliance Fire - Major	4	1.6%
Appliance Fire - Minor	1	<1.0%
Carbon Monoxide Alarm	1	<1.0%
Electrical Fire	6	2.3%
Explosives/BombThreat/Scare	1	<1.0%
Fire Alarm	157	61.1%
Fire Alarm Reset	2	<1.0%
Fire Now Out	3	1.2%
House Fire	7	2.7%
Illegal Burning	4	1.6%
Misc Outside Fire	3	1.2%
Misc Outside Fire on the Fwy	1	<1.0%
Refuse Fire	9	3.5%
Smoke in a Structure	9	3.5%
Smoke in the Area	20	7.8%
Structure Fire	5	1.9%
Transformer/Street Light Fire	7	2.7%
Vegetation Fire	4	1.6%
Vehicle Fire	8	3.1%
Vehicle Fire on the Freeway	1	<1.0%
Vehicle Fire on the Freeway	1	<1.0%

MEDICAL (cont.)

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Fall - Major	6	<1.0%
Fall - Minor	131	11.3%
G.I. Bleed	7	<1.0%
Gunshot Wound	1	<1.0%
Head Pain	4	<1.0%
Heart Problem	27	2.3%
Ingestion-Poisoning-Inhalation	14	1.2%
Investigate the Welfare	1	<1.0%
Medical Alarm	11	<1.0%
Minor Trauma	44	3.8%
Misc Medical	80	6.9%
Nosebleed Non-Traumatic	8	<1.0%
Obstetrics/Gynecological	7	<1.0%
Overdose	14	1.2%
Person Choking	5	<1.0%
Person Dizzy	22	1.9%
Person Down	45	3.9%
Person Hanging	1	<1.0%
Person in Seizure	40	3.4%
Person Not Breathing	29	2.5%
Person Sick	12	1.0%
Person Unconscious/Unresponsive	77	6.6%
Psychiatric	18	1.6%
Severe Trauma	2	<1.0%
Shortness of Breath	118	10.2%
Syncope/Fainted Now Conscious	24	2.1%
TC-Rescue on the Freeway	8	<1.0%
Traffic Collision	96	8.3%
Traffic Collision - Rescue	5	<1.0%
Traffic Collision on the Fwy	20	1.7%
Traffic Collision w/ Motorcycle	4	<1.0%
Traffic Collision w/ Pedestrian	25	2.2%
Traffic Collision w/Bicycle	9	<1.0%
Unknown Medical	18	1.6%

SERVICE

INCIDENT TYPE	# INCIDENTS	% OF SERVICE CALLS
Animal Rescue/Assist	1	1.0%
Arcing Wires	3	3.0%
Bee Investigation	1	1.0%
Biohazard Investigation	4	4.0%
Broken Water Main	2	2.0%
Chemical Outside	2	2.0%
Damage Investigation	1	1.0%
Elevator Rescue	4	4.0%
Flowing/Gushing/Sheared Hydrant	1	1.0%
Fuel Spill	7	6.9%
Hazardous Materials Response	1	1.0%
Investigate a Hazardous Condition	13	12.9%
Major Flooded Condition	3	3.0%
Malfunction	7	6.9%
Minor Flooding	7	6.9%
Misc Odor Investigation	8	7.9%
Misc Response for 1 Engine	1	1.0%
Odor of Natural Gas Inside	4	4.0%
Odor of Natural Gas Outside	3	3.0%
One Story Roof Check	1	1.0%
PD Assist/Stand-By	3	3.0%
Person Locked In/Locked Out	6	5.9%
Public Assist	7	6.9%
Wires Down	11	10.9%

MEDICAL

INCIDENT TYPE	# INCIDENTS	% OF MEDICAL CALLS
Abdominal Pain	28	2.4%
Allergic Reaction	3	<1.0%
Altered Level of Consciousness	29	2.5%
Animal/Human/Stings	3	<1.0%
Assault Victim	18	1.6%
Assist the Invalid	19	1.6%
Back Pain	11	<1.0%
Chest Pains - Heart Attack	63	5.4%
CVA-Neurologic	25	2.2%
Diabetic Problem	11	<1.0%
Emer Medical Svc on the Fwy	3	<1.0%
EMS Call - No Details	13	1.1%
Exposure - Heat or Cold	2	<1.0%



South Pasadena Incidents by Month and Category

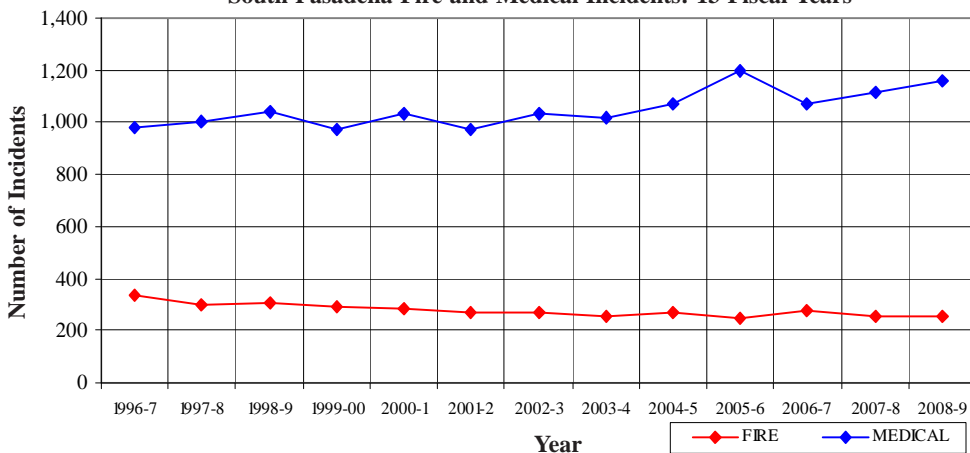
CATEGORY	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	TOTAL	PERCENT
FIRE	13	23	14	27	19	24	20	22	21	31	22	21	257	16.8%
MEDICAL	92	112	101	90	99	91	102	96	92	86	105	95	1,161	76.0%
SERVICE	4	11	7	7	9	9	9	7	15	7	6	10	101	6.6%
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
OVS*	1	1	0	3	0	0	1	1	0	0	2	0	9	0.6%
TOTAL	110	147	122	127	127	124	132	126	128	124	135	126	1,528	

South Pasadena Incidents: 13 Fiscal Year History

	1996-7	1997-8	1998-9	1999-00	2000-1	2001-2	2002-3	2003-4	2004-5	2005-6	2006-7	2007-8	2008-9
FIRE	339	303	308	294	281	266	268	251	271	247	275	253	257
MEDICAL	984	1,004	1,040	974	1,031	977	1,033	1,018	1,069	1,197	1,072	1,115	1,161
SERVICE	233	166	149	149	173	191	204	172	231	144	168	137	101
OTHER	2	3	1	3	2	3	7	10	11	2	1	1	0
OVS*	23	33	38	41	52	48	71	51	43	32	8	20	9
TOTAL	1,581	1,509	1,536	1,461	1,539	1,485	1,583	1,502	1,625	1,622	1,524	1,526	1,528

*OVS = Responses Outside of the Verdugo System

South Pasadena Fire and Medical Incidents: 13 Fiscal Years



Responses Per Unit

The South Pasadena Fire Department responded to 1,519 incidents within its city borders and an additional 298 incidents in other jurisdictions. At least two units are dispatched to most incidents.

Unit ID	Responses
Air Utility 81	229
Engine 81	1,612
Ambulance 81	1,169

Out of Jurisdiction Responses

The South Pasadena Fire Department responded to incidents outside their jurisdiction 298 times in FY 2008-9:

Alhambra	22
Arcadia	4
Glendale	2
LA City	8
Monrovia	3
Monterey Park	4
Pasadena	210
San Gabriel	1
San Marino	43
Other Cities	1
TOTAL	298

Other fire agencies responded to incidents in South Pasadena 305 times during the year:

Alhambra	92	San Marino	118
Arcadia	1	Other*	1
Burbank	2	TOTAL	305
Glendale	3		
LA City	9		
Monterey Park	8		
Pasadena	69		
San Gabriel	2		

*These responses are usually by private ambulances but may also refer to helicopters or other specialized units or responses.

Appendix A

INCIDENT TYPE CODES - Alphabetical

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
911M	911 Hang Up	Medical	DIZZY	Person Dizzy	Medical	POLE	Transformer/Street Light Fire	Fire
ABD	Abdominal Pain	Medical	DOWN	Person Down	Medical	PSYCH	Psychiatric	Medical
ADV	Non-Dispatched Advised Call	Other	DROWN	Drowning/Diving Incident	Medical	PUBLIC	Public Assist	Service
ALARM	Fire Alarm	Fire	ELECF	Electrical Fire	Fire	RA	Misc Response for 1 RA	Medical
ALARMF	Fire Alarm - Full Assignment	Fire	ELEV	Elevator Rescue	Service	RAIL	Train Fire	Fire
ALERGY	Allergic Reaction	Medical	EMS	EMS Call - No Details	Medical	REFRIG	Abandoned Refrigerator	Service
ALERT1	Airport Alert 1 - Stand By	Fire	EMSFY	Emer Medical Svc on the Fwy	Medical	REFUSE	Refuse Fire	Fire
ALERT2	Emergency Landing at Airport	Fire	ENG	Misc Response for 1 Engine	Service	RESCUE	Rescue	Medical
ALERT3	Plane Accident, Down or Fire	Fire	ENGRA	Misc Response Engine & RA	Medical	RESET	Fire Alarm Reset	Fire
ALOC	Altered Level of Consciousness	Medical	ENGTRK	Misc Response Engine & Truck	Service	RESFWY	TC-Rescue on the Freeway	Medical
ANIMAL	Animal Rescue/Assist	Service	EVENT	Special Event	Other	ROOF1	One Story Roof Check	Service
APPL1	Appliance Fire - Major	Fire	EXPLO	Explosion Seen or Heard	Medical	ROOF2	Roof Check 2 Stories & Above	Service
APPL2	Appliance Fire - Minor	Fire	EXPOS	Exposure - Heat or Cold	Medical	SEIZ	Person in Seizure	Medical
APT	Apartment House Fire	Fire	EYE	Eye Injury	Medical	SHOCK	Electrical Shock Injury	Medical
ARC	Arcing Wires	Service	FALL1	Fall - Major	Medical	SICK	Person Sick	Medical
ARSON	Arson Investigation	Fire	FALL2	Fall - Minor	Medical	SICK2	Person Sick	Medical
ASLT	Assault Victim	Medical	FLOOD	Major Flooded Condition	Service	SMOKEI	Smoke in a Structure	Fire
BACK	Back Pain	Medical	FLOW	Sprinkler System Activated	Fire	SMOKEO	Smoke in the Area	Fire
BEES	Bee Investigation	Service	FNO	Fire Now Out	Fire	STAB	Person Stabbed	Medical
BIO	Biohazard Investigation	Service	FUEL	Fuel Spill	Service	STEMI	STEMI Hospital Transfer	Medical
BITE	Animal/Human/Stings	Medical	FULL	Misc Response Full Assignment	Service	STR	Structure Fire	Fire
BOMB	Explosives/BombThreat/Scare	Fire	FULLRA	Misc Full Assignment & RA	Medical	STROKE	CVA-Neurologic	Medical
BREATH	Shortness of Breath	Medical	FWORKS	Fireworks Violation	Other	SWR	Swift Water Rescue	Medical
BRUSH	Brush Fire	Fire	GARAGE	Garage Fire	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical
BRUSHF	Brush Fire	Fire	GASI	Odor of Natural Gas Inside	Service	TC	Traffic Collision	Medical
BST1	Brush Strike team-XLC-1201A	Fire	GASO	Odor of Natural Gas Outside	Service	TCBIKE	Traffic Collision w/ Bicycle	Medical
BST2	Brush Strike Team-XLC-1202A	Fire	GIB	G.I. Bleed	Medical	TCFUEL	Injury TC with Fuel Spill	Medical
BST3	Brush Strike Team-XLC-1203A	Fire	GMAIN	Broken Gas Main	Service	TCFWY	Traffic Collision on the Fwy	Medical
BST4	Brush Strike Team-XLC-1204A	Fire	GSW	Gunshot Wound	Medical	TCMC	Traffic Collision w/ Motorcycle	Medical
BST5	Brush Strike Team-XLC-1205A	Fire	HANG	Person Hanging	Medical	TCNON	Non-Injury Traffic Collision	Medical
BST6	Brush Strike Team-XLC-1206A	Fire	HAZARD	Investigate a Hazardous Condition	Service	TCPED	Traffic Collision w/ Pedestrian	Medical
BST7	Brush Strike Team-XLC-1207A	Fire	HAZMAT	Hazardous Materials Response	Service	TCRAIL	Traffic Collision w/ Train	Medical
BST8	Brush Strike Team-XLC-1208A	Fire	HEADPN	Head Pain	Medical	TCRES	Traffic Collision - Rescue	Medical
BST9	Brush Strike Team-XLC-1209A	Fire	HEART	Heart Problem	Medical	TCSTR	Vehicle Into a Structure	Medical
BST10	Brush Strike Team-Misc Equip	Fire	HOUSE	House Fire	Fire	TEST	Fire Alarm Testing	Other
BST11	Brush Strike Team-XLC-1211A	Fire	HYD	Flowing/Gushing/Sheared Hydrant	Service	THREAT	Bio-Chemical Threat	Service
BST12	Brush Strike Team-XLC-1212A	Fire	IA	Initial Action Response	Fire	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BST13	Brush Strike Team-XLC-1213A	Fire	ILLEG	Illegal Burning	Fire	TR1	Severe Trauma	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	INVL	Assist the Invalid	Medical	TR2	Minor Trauma	Medical
BST15	Brush Strike Team-XLC-1215A	Fire	JUMPER	Person Threatening to Jump	Medical	TRENCH	Trench Rescue	Medical
BST16	Brush Strike Team-XLC-1216A	Fire	LAW	PD Assist/Stand-By	Service	TRK	Misc Response for a Truck	Service
BST17	Brush Strike Team-XLC-1217A	Fire	LOCK	Person Locked In/Locked Out	Service	UNCON	Person Unconscious/Unresponsive	Medical
BST18	Brush Strike Team-XLC-1218A	Fire	MALF	Malfunction	Service	UNKF	Unknown Type Fire	Fire
BST19	Brush Strike Team-XLC-1219A	Fire	MED	Misc Medical	Medical	UNKMED	Unknown Medical	Medical
BST20	Brush Strike Team-XLC-1220A	Fire	MEDALR	Medical Alarm	Medical	USAR	Collapse/Extrication/Rescue	Medical
BSTMIX	Brush Strike Team - Mixed Area	Fire	MTNRES	Mountain Rescue	Medical	VAULT	Electrical Vault Fire	Fire
BSTOES	OES Engine Strike Team	Fire	MUD	Investigate a Mudslide	Service	VEG	Vegetation Fire	Fire
BUILD	Building Collapse Rescue	Medical	MUTUAL	Mutual Aid Request	Fire	VEGFWY	Vegetation Fire on the Freeway	Fire
BURN	Burn Injury	Medical	NOSE	Nosebleed Non-Traumatic	Medical	VEH	Vehicle Fire	Fire
CADTST	CAD Station Alerting Testing	Other	NOTBR	Person Not Breathing	Medical	VEHFWY	Vehicle Fire on the Freeway	Fire
CARBON	Carbon Monoxide Alarm	Fire	OBGYN	Obstetrics/Gynecological	Medical	VEHSTR	Vehicle Fire in a Structure	Fire
CHEMO	Chemical Outside	Service	OD	Overdose	Medical	WATER	Minor Flooding	Service
CHEST	Chest Pains - Heart Attack	Medical	ODOR	Misc Odor Investigation	Service	WELFAR	Investigate the Welfare	Medical
CHOK	Person Choking	Medical	OUT	Misc Outside Fire	Fire	WIRES	Wires Down	Service
CHP	Transfer to CHP	Other	OUTAGE	Power Outage	Other	WMAIN	Broken Water Main	Service
CONFIN	Confined Space Rescue	Medical	OUTFWY	Misc Outside Fire on the Fwy	Fire	WMD	Weapons Mass Destr. Event	Medical
CROWD	Investigate Overcrowding	Service	OVERHD	Overhead Mutual Aid Request	Fire	WT	Water Tender Request	Fire
DAMAGE	Damage Investigation	Service	PD	Transfer to Police Dept	Other	WTOES	OES Water Tender Request	Fire
DERAIL	Train Derailment	Fire	PERSON	Person on Fire	Fire			
DIAB	Diabetic Problem	Medical	PLANE	Plane Accident, Down or Fire	Fire			

Appendix B

INCIDENT TYPE CODES - By Category

CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY	CODE	INCIDENT TYPE	CATEGORY
ALARM	Fire Alarm	Fire	VEH	Vehicle Fire	Fire	TCFUEL	Injury TC with Fuel Spill	Medical
ALARMF	Fire Alarm - Full Assignment	Fire	VEHFWY	Vehicle Fire on the Freeway	Fire	TCFWY	Traffic Collision on the Fwy	Medical
ALERT1	Airport Alert 1 - Stand By	Fire	VEHSTR	Vehicle Fire in a Structure	Fire	TCMC	Traffic Collision w/ Motorcycle	Medical
ALERT2	Emergency Landing at Airport	Fire	WT	Water Tender Request	Fire	TCNON	Non-Injury Traffic Collision	Medical
ALERT3	Plane Accident, Down or Fire	Fire	WTOES	OES Water Tender Request	Fire	TCPED	Traffic Collision w/ Pedestrian	Medical
APPL1	Appliance Fire - Major	Fire	911M	911 Hang Up	Medical	TCRAIL	Traffic Collision w/ Train	Medical
APPL2	Appliance Fire - Minor	Fire	ABD	Abdominal Pain	Medical	TCRES	Traffic Collision - Rescue	Medical
APT	Apartment House Fire	Fire	ALERGY	Allergic Reaction	Medical	TCSTR	Vehicle Into a Structure	Medical
ARSON	Arson Investigation	Fire	ALOC	Altered Level of Consciousness	Medical	TOXIC	Ingestion-Poisoning-Inhalation	Medical
BOMB	Explosives/BombThreat/Scare	Fire	ASLT	Assault Victim	Medical	TR1	Severe Trauma	Medical
BRUSH	Brush Fire	Fire	BACK	Back Pain	Medical	TR2	Minor Trauma	Medical
BRUSHF	Brush Fire	Fire	BITE	Animal/Human/Stings	Medical	TRENCH	Trench Rescue	Medical
BST1	Brush Strike team-XLC-1201A	Fire	BREATH	Shortness of Breath	Medical	UNCON	Person Unconscious/Unresponsive	Medical
BST10	Brush Strike Team-Misc Equip	Fire	BUILD	Building Collapse Rescue	Medical	UNKMED	Unknown Medical	Medical
BST11	Brush Strike Team-XLC-1211A	Fire	BURN	Burn Injury	Medical	USAR	Collapse/Extrication/Rescue	Medical
BST12	Brush Strike Team-XLC-1212A	Fire	CHEST	Chest Pains - Heart Attack	Medical	WELFAR	Investigate the Welfare	Medical
BST13	Brush Strike Team-XLC-1213A	Fire	CHOKE	Person Choking	Medical	WMD	Weapons Mass Destr. Event	Medical
BST14	Brush Strike Team-XLC-1214A	Fire	CONFIN	Confined Space Rescue	Medical	ADV	Non-Dispatched Advised Call	Other
BST15	Brush Strike Team-XLC-1215A	Fire	DIAB	Diabetic Problem	Medical	CADTST	CAD Station Alerting Testing	Other
BST16	Brush Strike Team-XLC-1216A	Fire	DIZZY	Person Dizzy	Medical	CHP	Transfer to CHP	Other
BST17	Brush Strike Team-XLC-1217A	Fire	DOWN	Person Down	Medical	EVENT	Special Event	Other
BST18	Brush Strike Team-XLC-1218A	Fire	DROWN	Drowning/Diving Incident	Medical	FWORKS	Fireworks Violation	Other
BST19	Brush Strike Team-XLC-1219A	Fire	EMS	EMS Call - No Details	Medical	OUTAGE	Power Outage	Other
BST2	Brush Strike Team-XLC-1202A	Fire	EMSFYW	Emer Medical Svc on the Fwy	Medical	PD	Transfer to Police Dept	Other
BST20	Brush Strike Team-XLC-1220A	Fire	ENGRA	Misc Response Engine & RA	Medical	TEST	Fire Alarm Testing	Other
BST3	Brush Strike Team-XLC-1203A	Fire	EXPLO	Explosion Seen or Heard	Medical	ANIMAL	Animal Rescue/Assist	Service
BST4	Brush Strike Team-XLC-1204A	Fire	EXPOS	Exposure - Heat or Cold	Medical	ARC	Arcing Wires	Service
BST5	Brush Strike Team-XLC-1205A	Fire	EYE	Eye Injury	Medical	BEES	Bee Investigation	Service
BST6	Brush Strike Team-XLC-1206A	Fire	FALL1	Fall - Major	Medical	BIO	Biohazard Investigation	Service
BST7	Brush Strike Team-XLC-1207A	Fire	FALL2	Fall - Minor	Medical	CHEMO	Chemical Outside	Service
BST8	Brush Strike Team-XLC-1208A	Fire	FULLRA	Misc Full Assignment & RA	Medical	CROWD	Investigate Overcrowding	Service
BST9	Brush Strike Team-XLC-1209A	Fire	GIB	G.I. Bleed	Medical	DAMAGE	Damage Investigation	Service
BSTMIX	Brush Strike Team - Mixed Area	Fire	GSW	Gunshot Wound	Medical	ELEV	Elevator Rescue	Service
BSTOES	OES Engine Strike Team	Fire	HANG	Person Hanging	Medical	ENG	Misc Response for 1 Engine	Service
CARBON	Carbon Monoxide Alarm	Fire	HEADPN	Head Pain	Medical	ENGTRK	Misc Response Engine & Truck	Service
DERAIL	Train Derailment	Fire	HEART	Heart Problem	Medical	FLOOD	Major Flooded Condition	Service
ELECF	Electrical Fire	Fire	INVL	Assist the Invalid	Medical	FUEL	Fuel Spill	Service
FLOW	Sprinkler System Activated	Fire	JUMPER	Person Threatening to Jump	Medical	FULL	Misc Response Full Assignment	Service
FNO	Fire Now Out	Fire	MED	Misc Medical	Medical	GASI	Odor of Natural Gas Inside	Service
GARAGE	Garage Fire	Fire	MEDALR	Medical Alarm	Medical	GASO	Odor of Natural Gas Outside	Service
HOUSE	House Fire	Fire	MTNRES	Mountain Rescue	Medical	GMAIN	Broken Gas Main	Service
IA	Initial Action Response	Fire	NOSE	Nosebleed Non-Traumatic	Medical	HAZARD	Investigate a Hazardous Condition	Service
ILLEG	Illegal Burning	Fire	NOTBR	Person Not Breathing	Medical	HAZMAT	Hazardous Materials Response	Service
MUTUAL	Mutual Aid Request	Fire	OBGYN	Obstetrics/Gynecological	Medical	HYD	Flowing/Gushing/Sheared Hydrant	Service
OUT	Misc Outside Fire	Fire	OD	Overdose	Medical	LAW	PD Assist/Stand-By	Service
OUTFWY	Misc Outside Fire on the Fwy	Fire	PSYCH	Psychiatric	Medical	LOCK	Person Locked In/Locked Out	Service
OVERHD	Overhead Mutual Aid Request	Fire	RA	Misc Response for 1 RA	Medical	MALF	Malfunction	Service
PERSON	Person on Fire	Fire	RESCUE	Rescue	Medical	MUD	Investigate a Mudslide	Service
PLANE	Plane Accident, Down or Fire	Fire	RESFWY	TC-Rescue on the Freeway	Medical	ODOR	Misc Odor Investigation	Service
POLE	Transformer/Street Light Fire	Fire	SEIZ	Person in Seizure	Medical	PUBLIC	Public Assist	Service
RAIL	Train Fire	Fire	SHOCK	Electrical Shock Injury	Medical	REFRIG	Abandoned Refrigerator	Service
REFUSE	Refuse Fire	Fire	SICK	Person Sick	Medical	ROOF1	One Story Roof Check	Service
RESET	Fire Alarm Reset	Fire	SICK2	Person Sick	Medical	ROOF2	Roof Check 2 Stories & Above	Service
SMOKEI	Smoke in a Structure	Fire	STAB	Person Stabbed	Medical	THREAT	Bio-Chemical Threat	Service
SMOKEO	Smoke in the Area	Fire	STEMI	STEMI Hospital Transfer	Medical	TRK	Misc Response for a Truck	Service
STR	Structure Fire	Fire	STROKE	CVA-Neurologic	Medical	WATER	Minor Flooding	Service
UNKF	Unknown Type Fire	Fire	SWR	Swift Water Rescue	Medical	WIRES	Wires Down	Service
VAULT	Electrical Vault Fire	Fire	SYNCO	Syncope/Fainted Now Conscious	Medical	WMAIN	Broken Water Main	Service
VEG	Vegetation Fire	Fire	TC	Traffic Collision	Medical			
VEGFWY	Vegetation Fire on the Freeway	Fire	TCBIKE	Traffic Collision w/ Bicycle	Medical			